



Employee Handbook

Version 5.0



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WELCOME

WELCOME

Welcome to PTP Adult Learning and Employment Programs!

The purpose of this handbook is to empower you with the knowledge and resources necessary to make your employee experience a seamless one. It is designed to introduce you to PTP, familiarize you to important policies and provide guidelines on various issues related to employment. We hope that you will use this handbook as an essential and insightful resource as you navigate your employee journey.

ABOUT PTP

We are a non-profit community-based organization that provides programs and services to adults who often face barriers to employment. PTP was formed in 1992 under the Labour Adjustment Initiative. In 1998, PTP became an incorporated non-profit agency, and in 2009 it obtained charitable status. We take a leadership role in workforce literacy program and resources development both locally and nationally and we continue to actively pursue opportunities and initiatives that broaden our expertise and contribution to the adult education field at large.

RESOURCES AND KEY CONTACTS

During your employment at PTP, you may need to contact various key contacts in our organization. For your easy reference, please find key contacts and resources in PTP's All Staff 'Teams' Folder.

MISSION, VISION & VALUES

OUR MISSION

To provide basic skills education, upgrading, job search and related services to individuals preparing for employment, training, or further education.

OUR VISION

Empowering people to learn and find work they value.

OUR VALUES

We value the right to learn and work.

- We seek to create better opportunities in education and employment.
- We help people identify interests and skills, connect them to employment goals and related, realistic pathways to success.

We value people - their individuality and dignity.

- We create a positive, supportive learning, teaching and working environment that encourages personal growth through reflection, goal setting and on-going assessment.
- We acknowledge individual strengths and challenges.
- We aim to accommodate special needs.
- We provide support services to enhance individual well-being and goal achievement.
- We respect the skills, knowledge, commitment and hopes of clients and staff.

We value open communication.

- We build trust and listen without judging.
- We give, and respond to, constructive feedback.

We value diversity and community.

- We are inclusive and collaborative.
- We encourage active participation and celebrate our shared accomplishments.

We value accountability.

- We deliver effective, flexible, and integrated programs responsive to client needs.
- We follow policies and procedures that treat people fairly.
- We negotiate agreements with funders that best serve our client groups.

We value innovation and leadership.

- We use research and materials development to meet, evaluate and refine PTP's program objectives.
- We recognize the role of community partners in achieving our mission.
- We strive for excellence.



GOVERNANCE AND STRUCTURE

GOVERNANCE AND STRUCTURE

GOVERNANCE

Governance is carried out by a volunteer Board of Directors with expertise related to adult education, financial management, human resources, and organizational development. The members of our Board include:

The Executive Committee

- Chair
- Vice-chair
- Treasurer
- Communications Officer

Working Committees

- Finance Committee
- Personnel Committee
- Governance Committee

The Board of Directors is governed by a set of Bylaws, as well as other Board specific polices, for example, Code of Conduct, and Conflict of Interest.

OUR MANAGEMENT STRUCTURE

Organizational management includes the Chief Executive Officer (CEO), who reports to the Board of Directors, and the Chief Operating Officer (COO), who reports directly to CEO, and a senior team comprised of Directors and Managers who report directly to either CEO or COO.

These are the main organizational policies and procedures that guide us in our day-to-day work:

- Employee Handbook: Personnel Policies and Procedures Manual
- Financial Policies and Procedures Manual
- Risk Management Manual

OUR FUNDING

Since PTP is a not-for-profit organization, we receive funding for our programs and services from the Federal, Provincial and Municipal levels of government, and pursue grants and project funding through proposal submissions. We also have Fee for Service program offerings and a Publications and Consulting Division.

A lightbox sign on a desk with a laptop and a notebook. The sign displays the text "YOU GOT THIS" in three rows. The background features a window with a patterned curtain and a laptop keyboard in the foreground.

**YOU
GOT
THIS**

CODES OF CONDUCT

CODES OF CONDUCT

CUSTOMER SERVICE QUALITY STANDARDS

Fostering a culture of customer service

- We value people and ensure that customers are treated with respect and courtesy
- We create a welcoming environment for all customers
- We seek to provide our services in a timely manner that meet customer expectations and needs
- We provide resources and information on effective customer service practices to our staff and volunteers

Client centered environment

- We provide an orientation process so that participants get a clear understanding of our programs and services
- We provide information and referral services to a variety of agencies, services and programs to meet individual needs
- We support participants to access community supports that they require

Confidentiality

- Our agency strictly honors the need for confidentiality of service
- Our agency is committed to the protection of privacy and personal information of our customers
- We have privacy policies and procedures in place that meet the requirements of the Personal Information Protection and Electronic Documents Act

Inclusion and Accessibility

- We value and respect diversity in all its forms, including: age, gender, race, ethnicity, culture, physical and intellectual ability, religion, beliefs, sexual orientation, and educational background
- We seek to accommodate people with disabilities and special needs wherever possible
- We adhere to the Ontario Human Rights Code, and all appropriate government legislation

Feedback Process

- Our agency has a process in place to identify our key customers and determine their needs
- We promote a culture of openness and transparency where participants, volunteers, referral partners, funders, community organizations, and all stakeholders have the opportunity to provide both informal and formal feedback on our services
- We conduct regular check-ins with participants about their experiences in our agency
- We regularly gather feedback from other customers about the effectiveness of our agency's operations
- We follow up on any issues, questions, concerns, or needs raised by our customers

Continuous Improvement

- We regularly assess our customer service practices and improve as needed
- We track and review feedback from our customers and change our customer service practices if needed

- We seek input from people who are not currently customers, but who may still require our services
- We stay informed of effective practices in customer service and adapt our own practices as appropriate

Complaint and Resolution Process

- We encourage customer feedback—whether positive or negative
- We have clear processes in place for stakeholder complaints, including policies about who receives and responds to complaints, response timelines, confidentiality, and mechanisms for follow-up
- Our customer complaint procedures are visible and accessible
- We follow up on complaints within an agreed upon timeframe and manner

Referrals

- We support participants to access and participate in other training, employment, and community services to help them to meet their goals
- We actively link and coordinate services with a wide variety of community partners in order to best meet the needs of participants
- We are knowledgeable about resources and services provided in our community and make effective client referrals
- We have a process in place to follow up on our referrals to ensure that participants’ needs were successfully met

Commitment to excellent customer service quality

- We commit to communicating with customers, whether in person, over the telephone, online or via email, in a professional and respectful manner
- We provide clear and accurate information about our programs and services to diverse community stakeholders
- We use a variety of appropriate methods and tools to communicate with our customers
- We use clear language design principles for agency brochures, promotional materials and website design to make them more accessible
- We commit to responding to telephone calls, emails, and requests submitted via our website within a set number of business days

CODE OF CONDUCT

At PTP we are about:

- Treating all individuals we encounter with respect at all times, respecting the rights, opinions, and freedom of expression of others.
- Devoting a full measure of our time, effort, knowledge, and expertise to the completion of job responsibilities.
- Using our best efforts to promote the interests of PTP and using discretion when it becomes necessary to disclose any information about PTP business.
- Respecting the nature of our relationship with clients and the professional responsibility to clients inherent in their positions. We should not undertake any relations with clients that may undermine

the credibility and respectability of PTP or jeopardize in any way the professional nature of our positions and our organization.

- Respecting the confidentiality of all information obtained about clients, colleagues, and other stakeholders.
- Adhering to all PTP policies and procedures.

COPYRIGHTS

All written materials, plans, goods and services, or other materials in which copyright or property rights can exist shall be the sole property and copyright of PTP.

All materials developed for or by PTP will be maintained on-site at PTP when deemed appropriate. Upon termination of employment, you shall deliver to PTP all documents, correspondence, plans, or other written material, and any copy thereof, and other physical property that belong to PTP or is obtained during your employment with PTP. Any copyrighted items not returned to the organization prior to the last day of employment may result in action being taken by PTP.



EMPLOYMENT POLICIES

EMPLOYMENT POLICIES

HR'S PROMISE TO YOU

PTP is committed to providing and supporting policies and procedures that enhance both the work experience of its employees and the learning experience of the participants, clients and stakeholders it serves.

Our people are the cornerstone of PTP's success. As such, we will

- Create a strong culture where every employee feels supported and is treated with respect and dignity.
- Take a proactive approach towards understanding and meeting our employee needs.
- Within means, we will invest in your training and allocating resources where necessary.
- Commit to open communication and dialogue.

HIRING

The purpose of this policy is to outline the processes PTP will follow to ensure our hiring practices are fair, consistent, equitable and in line with all applicable legislation such as the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and the Ontario Employment Standards Act.

POLICY

PTP is committed to the principles of equality and diversity in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience. PTP will not discriminate against job applicants on any of the grounds protected by human rights legislation during any phases of the recruitment, screening and hiring process.

We welcome applications from persons with disabilities and will provide accommodations during all stages of the hiring process, upon request. This statement will be added to any job postings and all applicants will be reminded of this policy: 1) when they are invited to an interview, and 2) within any job offer provided. All hiring managers of PTP will treat all job applicants with dignity and respect.

At no time during the interview process will any questions be asked that touch on any prohibited areas outlined in the Human Rights Code (such as age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, and record of offences).

Reference checks must be completed for any candidate that is considered for hiring prior to making an offer of employment, to validate credentials and the accuracy of information provided by the candidate during the recruitment and screening process.

Any offer of employment will outline the terms and conditions of employment, including any further steps that the applicant must agree to complete to be eligible for employment (example: successful police records check).

Once the offer of employment is signed by the employee and any additional agreed terms have been met, the new employee may begin work at the agreed upon date. New employees will receive orientation and training about key policies and safety issues that pertain to their position or that are required by law.

Offers of employment will contain a probationary period of at least three months, so that both the employer and employee can trial the fit between the employee and the position, without any negative consequences.

PTP will ensure any personal information collected during any stage of the recruitment and hiring process is retained in an appropriate manner and remains confidential.

EQUAL EMPLOYMENT OPPORTUNITY

PTP does not discriminate in employment opportunities or practices on the basis of race, colour, ancestry, creed (religion), place of origin, ethnic origin, citizenship, sex (including pregnancy, breastfeeding and gender), sexual orientation, age, marital status, family status, disability, gender expression and gender identity or any other category or characteristic protected by applicable law. In order to provide equal employment and advancement opportunities to all individuals, employment decisions with PTP will be based on qualifications, performance, abilities, compliance with policies and guidelines, and experience, with accommodations being addressed as necessary. This policy governs all aspects of employment, including hiring, selection, job assignment, compensation, discipline, termination, and access to benefits and training.

EMPLOYMENT EQUITY

At PTP, the goal of our Employment Equity policy is to:

- Eliminate employment barriers for the four designated groups identified in the Employment Equity Act: women, persons with disabilities, Indigenous peoples, members of visible minorities;
- Remedy past discrimination in employment opportunities and prevent future barriers;
- Improve access and distribution throughout all occupations and at all levels for members of the four designated groups;
- Foster a climate of equity in the organization.

We adhere to equal opportunity employment practices for all employees without regard to race, colour, ancestry, place of/ethnic origin, religion, citizenship, age, gender, sex, sexual orientation, record of offences, marital status, family status, gender identity, gender expression, or disability. *Every member of the PTP team is expected to uphold this policy as a matter of mutual respect and fundamental fairness in human relations and ensure that non-discriminatory practices are always followed.*

EQUAL PAY FOR EQUAL WORK

The purpose of this policy is to demonstrate PTP' dedication to Equal Pay for Equal Work, or providing equal pay for equal work, as legislated under the Ontario Employment Standards Act, 2000 (ESA). Employee pay rates will be based on the following criteria: skill, effort, responsibility, and working conditions.

DEFINITIONS

As per Ontario.ca:

“Equal work” means the employees perform substantially the same kind of work in the same establishment, the work requires substantially the same skill, effort and responsibility and is performed under similar working conditions. Each of these conditions must be met for equal pay for equal work to be required.

“Substantially the same kind of work” means the work does not have to be exactly the same. What matters is the actual work performed by the employees, not the stated conditions of their job offer or their job description.

“Skill” means the amount of knowledge, physical skill or motor skills needed to perform a job. This includes:

- education, like post-secondary degrees and diplomas
- training, like apprenticeships
- experience, like the number of years required to master a skill or gain expertise
- manual dexterity, like hand-eye coordination

“Effort” is the physical or mental effort regularly needed to perform a job.

POLICY

PTP believes in providing women and men equal pay for work of equal value and is committed to using objective factors of skill, effort, responsibility, and working conditions when compensating employees. Further, we will ensure the male-female job-to-job comparison method is utilized when assigning compensation to ensure gender neutral pay.

PTP will not pay one employee at a rate of pay less than another employee on the basis of sex when:

- they perform substantially the same kind of work in the same establishment
- their work requires substantially the same skill, effort, and responsibility
- their work is performed under similar working conditions

PTP will not lower employees' rates of pay to create equal pay for equal work.

Employer's Responsibilities

PTP will:

- Establish and maintain compensation practices that provide for equal pay practices

- Examine evaluate its job positions using fair and equitable standards as outlined in the Ontario Employment Standards Act.

Exceptions

Where employees of different sexes are doing equal work, they can be paid different rates of pay if the difference is due to:

- a seniority system
- a merit system
- a system that measures earnings by production quantity or quality

Employees who perform equal work can also be paid different rates of pay if the difference is based on any other factor other than sex.

Reprisals

PTP will not punish an employee in any way for asking other employees about their rates of pay to find out if an employer is providing equal pay for equal work or for disclosing their own rate of pay to another employee for the purpose of determining or assisting that employee in determining whether they he or she are receiving equal pay for equal work.

Filing a Claim

In the event an employee believes that the organization is not complying with the equal pay for equal work provisions, the employee may file a claim with the Ministry of Labour.

CONFIDENTIALITY AND NON-DISCLOSURE

When you begin your employment at PTP, you are required to sign a Confidentiality and Non-Disclosure Agreement.

In the course of your employment, you may be privy to information about our business either directly or indirectly, in writing, conversation, or through observation, which PTP does not wish to have disclosed to other persons, companies, or a third party. You should keep confidential any information obtained about clients and/or PTP in the course of your employment, except where that information is required for the functioning of PTP, in which case, employees shall give the information only to the party that requires the information. In all other cases confidential information shall not be disclosed without the written consent of PTP. *(Please refer to Privacy Act/PIPEDA policy).*

We want to reiterate that you keep confidential any and all other matters concerning PTP. However, discussion of PTP matters at professionally related meetings should not be considered a breach of this policy if you exercise discretion. If you are unsure of the appropriateness of a request for information, the request should be directed to your manager. The CEO will represent PTP publicly and answer any inquiries on behalf of the organization.

Important Note: The disclosure of any information contrary to this agreement may result in termination.

ACCESS TO PERSONNEL FILES

To ensure that personnel records are kept up to date, PTP needs your assistance. In some cases, your insurance eligibility may be affected by the information contained in your records. You must promptly report in writing to your manager of any changes to the following information:

- legal name
- family dependents
- marital status
- beneficiary
- address
- telephone number
- allergies
- emergency contact
- any other information pertinent to personnel records

Personnel files are the property of PTP and access to information they contain is restricted. The removal of any documentation or information from personal files by employees or third parties is strictly prohibited.

Generally, only managers and management personnel of PTP who have a legitimate reason to review information in a file are allowed to do so. At no point will any information contained within any of the employee files be communicated publicly without the prior written consent of the employee, unless required by law.

During your employment with PTP, with reasonable advanced notice, you may inspect your own personnel file in the presence of COO or CEO.

Any third party that requests access to any personal file(s) must provide photo identification and written authorization stating that they are permitted by the employee to review their file. The request and viewing processes shall be the same for both former and current employees of PTP.

You do not have access to information concerning references, criminal investigations and other official business conducted by PTP relating to you unless otherwise required by law.

PROTECTION OF PERSONAL INFORMATION

PTP is committed to upholding the privacy of private and identifiable information. While PTP is not subject to the protection obligations outlined in the Personal Information Protection and Electronic Documents Act (PIPEDA), this policy is based upon PIPEDA's 10 Fair Information Principles and is intended to ensure the safety of employee personal information.

DEFINITIONS

As defined by PIPEDA, personal information includes: any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- Age, name, ID numbers, income, ethnic origin, or blood type
- Opinions, evaluations, comments, social status, or disciplinary actions
- Employee files, credit records, loan records, medical records, existence of a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services, or change jobs).

Ten Fair Information Principles

1. Accountability
2. Identifying purposes
3. Consent
4. Limiting collection
5. Limiting use, disclosure, and retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual access
10. Challenging compliance

POLICY

PTP will ensure that any private employee information that is collected adheres to the principles outlined below:

1. Accountability: PTP is responsible for all employee personal information under its control and will ensure its accountability to the 10 Fair Information Principles.
2. Identifying purposes: PTP will always identify to employees why their personal information is being collected.
3. Consent: Employee consent is required for the collection, use, or disclosure of employee information, as appropriate.
4. Limiting collection: PTP will only collect the personal employee information that is required for the administration of pay, benefits, and other human resource activities. This information will always be collected in fair and legal ways.
5. Limiting use, disclosure, and retention: Unless required by law, all private employee information collected by PTP will only be used for the purposes for which it was collected. Private employee information will only be retained as necessary to serve the purposes for which it was collected.
6. Accuracy: PTP will maintain personal employee information as accurate, complete, and as up to date as possible. PTP may request periodic updates from its employees to ensure that the information on file is accurate.
7. Safeguards: PTP will protect any personal employee information it has collected, either by locked filing cabinets, encrypted drives, or any other means necessary to ensure the privacy of the information.
8. Openness: PTP will disclose its purposes for the collection of employee information and will have this information available upon request from employees.

9. Individual access: Employees of PTP have the right to view what personal employee information has been retained. Further, employees may challenge the accuracy of this information and make modifications to the information, as necessary.
10. Challenging compliance: While PTP is not subject to the compliance regulations under PIPEDA, it will endeavour to meet or exceed the principles established by the Act. Should an employee bring forward a way that PTP could improve the safety of personal employee information, they may bring it forward to the Management Team.

E-MAIL AND INTERNET USAGE

PTP's E-mail and Internet resources are business systems for use by authorized employees to conduct legitimate PTP business. Some incidental and occasional personal use of these systems is permitted subject to the sections below. PTP trusts all employees will use good judgment when using PTP's email and Internet resources.

Users of PTP's Internet and email systems are strictly prohibited from creating, transmitting, distributing, forwarding, downloading and/or storing anything which:

- Infringes any copyright, trademark, trade secret, or other intellectual property right;
- Is obscene, immoral or unethical;
- Is defamatory, hateful or constitutes a threat of abuse;
- Encourages conduct that would constitute a criminal offense or give rise to liability;
- Harasses the receiver, whether through language, frequency or size of messages;
- Is considered email junk, spam or chain email;
- Forges or misleads the sender's identity;
- Divulges private and/or confidential information related to PTP's core business, its clients and/or its employees;
- Violates any of PTP's policies including those related to harassment and codes of conduct.

All hardware, software and related equipment such as laptops, desk top computers, projectors, etc., purchased by the organization for business use are the property of PTP. Downloading of any program, software or data from the Internet or email that is not considered to be a business-related activity, directly to a user's computer terminal is prohibited unless advance written authorization is obtained from the CEO.

Although PTP respects the privacy of its employees, employee privacy does not extend to the employee's use of PTP's email and Internet systems. Internet and email use may be monitored from time to time, without notice, to evaluate customer service and to determine how the system is being used. All monitoring of electronic systems shall be conducted by the System Administrator/Technical Specialist who will log and audit Internet usage to ensure compliance with this policy.

All users of PTP's email and Internet resources must adhere to the terms of this policy.

SOCIAL MEDIA POLICY

PTP recognizes social media as a communications tool to engage and interact with internal and external stakeholders. PTP employees may wish to use social media channels as well as other online platforms to share ideas about topics relevant to PTP's various activities, programs, and services. When referring to PTP, employees using social media are asked to use good judgment which includes, but is not limited to, the following:

- Be honest and ethical
- Respect coworkers, clients and copyright laws
- Protect confidentiality and proprietary information
- Represent PTP well

PTP employees are free to publish or comment via social media in accordance with this policy. PTP employees are subject to this policy to the extent they identify themselves as a PTP employee (other than as an incidental mention of place of employment in a personal blog on topics unrelated to PTP). Employees are to ensure blogging does not interfere with their job or commitments to clients.

Publication and commentary on social media carry similar obligations to any other kind of publication or commentary. The same ethical standards that PTP employees must otherwise follow also apply to their use of social media.

Confidentiality

It's perfectly acceptable for employees to talk about their work and have a dialog with the community, but employees are not permitted to publish confidential information. Confidential information includes details of current and future projects, financial information, research, and trade secrets.

Protection of Privacy

Privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the PTP website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that should not be made public.

Honesty

Do not blog anonymously, using pseudonyms or false screen names. PTP believes in transparency and honesty. Employees are to use their real names and identify that they work for PTP. Employees are to be cautious about protecting themselves and their own privacy. Whatever is published will be accessible for long periods of time, so employees are asked to consider the content carefully and be cautious about disclosing personal details.

Respect Copyright Laws

It is critical that employees show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including PTP owned copyrights. Employees should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it.

Respect the Audience, PTP and Coworkers

The public in general, and PTP's employees and clients, reflect a diverse set of values and points of view. Employees are not to say anything contradictory or in conflict with the PTP website. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory. Employees are encouraged to use their best judgment and be sure to make it clear that the views and opinions expressed are theirs alone and do not represent the official views of PTP.

Protect PTP Clients and Business Partners

Clients and business partners should not be cited or obviously referenced without their approval. Never identify a client or business partner by name without permission and never discuss confidential details of a client engagement. It is acceptable to discuss general details about the kinds of projects so long as the information provided does not violate any non-disclosure agreements that may be in place with the clients or make it easy for someone to identify the client. A blog is not the place to "conduct business" with a client.

Controversial Issues

If an employee observes misrepresentations made about PTP in the media, employees may point this out to a member of the management team. If an employee speaks about others, they are to ensure what is said is factual and that it does not disparage that party.

Accountability for Errors

If an employee should make an error, they are expected to be up front about the mistake and correct it quickly. If an employee chooses to modify an earlier post, it is to be made clear that the employee has done so. If someone accuses another employee of posting something improper (such as copyrighted material or a defamatory comment), it is to be dealt with in an appropriate manner and the posting is to be removed immediately to lessen the possibility of legal action.

Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. Wherever practical, employees must use a disclaimer saying that while they may work for PTP, anything published is the individual's opinion, and not necessarily the opinions of PTP.

The CEO can provide employees with applicable disclaimer language and assist with determining where and how to use that.

Enforcement

The social media user is ultimately responsible and accountable for their actions. PTP employees using social media are asked to refer to relevant policies or, further, to check with PTP's management when unsure of whether to share ideas or information pertaining to PTP.

Policy violations will be subject to disciplinary action, up to and including termination for cause. *(Please refer to Termination of Employment policy.)*

TERMINATIONS

The purpose of this policy is to ensure employee terminations are handled in a fair and consistent manner, according to legislated employment practices.

DEFINITIONS

“Termination” means a situation in which the employment relationship comes to an end due to a variety of reasons such as resignation or the employer ending the employment relationship.

“Involuntary Termination” means the employee's departure at the hands of the employer.

“Voluntary Termination” or resignation means the decision is made by the employee to leave the job.

“Termination for cause” means an employee is terminated without notice when they are “guilty of wilful misconduct, disobedience, or wilful neglect of duty that is not trivial and has not been condoned by the employer”.

“Temporary layoff” means an employer cuts back or stops the employee's work without ending his or her employment. According to the ESA, an employee is considered to be temporarily laid off when the employee has earned less than half of what he or she would ordinarily earn (or earns on average) in a week.

POLICY

PTP will follow the rules set out in The Ontario Employment Standards Act (ESA) and the terms set out in an employee's contract when it comes to ending the employment relationship.

All terminations, no matter the cause, will be handled respectfully and in a confidential manner.

Final Pay and ROE

Upon termination, whether voluntary or involuntary, for cause or not-for-cause, the organization will:

- Provide any monies owing including any outstanding vacation pay, on the final pay after the notice period
- Issue a Record of Employment (ROE) within 5 calendar days after the end of the pay period in which an employee's interruption of earnings occurs so that eligible employees may apply for Employment Insurance (EI)

Return of Employer Property

Whether the termination is voluntary or involuntary, the employee must return all company property including such items as keys or computer devices. All intellectual property, or information, products or content created for the employer will remain the property of the employer.

Rehiring

Employees who are terminated for cause may not be rehired.



HOURS OF OPERATION,
HOURS OF WORK
AND BREAKS

HOURS OF OPERATION, HOURS OF WORK AND BREAKS

HOURS OF OPERATION

Our standard hours of operation are Monday to Friday 8:30 a.m. to 4:30 p.m. EST and employees are required to be present during PTP's core business hours. Exceptions to the core hours will occur only when doing so allows for better servicing of PTP's clients or as agreed between the employee and their direct manager or the Chief Executive Officer.

Most of our programs and services are offered during these hours, but we do offer other programs and services in the evening outside the standard hours of operation. We may need to adjust some of our program and service hours to accommodate for participant needs.

If there's any changes in your work hours, please be sure to coordinate with your manager. *(Please refer to Absence from Work policy)*

HOURS OF WORK

Instructional Staff

- If you are an instructional staff, please refer and abide by the working hours in your employment agreement.
- Under the PTP employment agreement, you must work within the parameters of a thirty-five (35) hour work week. These hours are a combination of instructional and preparation time. An instructional (or contact) hour is defined as time spent directly engaged in the delivery of program content with a group of learners.
- You may use the prep time on lesson preparation and related activities that support the development of the program(s) you teach and the progress of your learners.
- As Instructors, you are required to attend meetings outside of scheduled hours, work an occasional evening or weekend, submit written reports, and undertake other duties as required.
- You are expected to be on site fifteen (15) minutes before the first class of the day and remain after your last class to address participants' questions, concerns and needs as required.

Non-Instructional Staff

- If you are a non-instructional staff, please refer and abide by the working hours in your employment agreement.
- All full-time positions require thirty-five (35) hours per week and may include occasional evening or weekend work. Any exceptions will be outlined in the employment agreements.
- You may be required to attend meetings outside of scheduled hours, be on site and prepared to commence work at your scheduled time. If you ever have difficulty attending your scheduled shifts/hours, you will be required to follow PTP's Absence policies *(see below)*.

SCHEDULED BREAKS

Instructional Staff:

- For daytime programs, there are three (3) breaks per day-morning, lunch and afternoon-scheduled for instructors at regular intervals in between classes.

Non-Instructional Staff:

- You will be entitled to take a lunch break of one (1) hour. You are not required to remain on the premises during this time. Please make sure you are conscientious about observing the time limits for lunch and breaks so that you can return on time.
 - If you work in Administration and Support, your breaks are scheduled at varying times to ensure reception and telephone coverage from 8:30 a.m. through 4:30 p.m. Lunch breaks is between 11:00 a.m. and 2:00 p.m.

WORKING REMOTELY

This policy provides a structure that allows eligible employees to work remotely from home. The opportunity to work from home can only occur by formal agreement between the employee and their manager.

Work from home or remote work arrangements may contain either regular days working from home (example: every Wednesday) or flexible arrangements (example: 2 days per week approved 1 week in advance by the employee's manager).

DEFINITION

Work from Home

Work performed on behalf of the employer at the residence in which the employee normally resides.

EXPECTATIONS

If you are to work from home at any point, PTP expects that you shall:

- 1) Act in a manner consistent with the vision, mission, and all policies of the organization.
- 2) Discuss and seek the approval of their direct manager for any work from home arrangement.
- 3) Ensure appropriate connections to the internet and office tools are in place at the home work place. This will be at the employee's own cost, unless otherwise agreed upon.
- 4) Ensure that an ergonomically appropriate work place is available for remote work situations.
- 5) Maintain appropriate planning, authorization, and record keeping at all times.
- 6) Ensure that the remote work environment and practices are safe.
- 7) Arrange all daycare and eldercare requirements (where applicable) so that remote working can be completed without interruption.
- 8) Ensure that all PTP confidential information is appropriately protected while working remotely.
- 9) Ensure that you remain connected and available to your team during regular working hours, including being reachable by phone and email.
- 10) Use PTP's equipment such laptop.

INFREQUENT WORK FROM HOME OR REMOTE WORKING ARRANGEMENTS

On an infrequent basis, subject to your manager's approval, you may work from home. Examples of infrequent work from home or remote working arrangements may include the following:

- During the time of adverse weather conditions
- During periods when specific work tasks and assignments can be more effectively completed away from the office
- Where a business interruption lasts for more than 3 hours at the PTP site

ONGOING WORK FROM HOME OR REMOTE WORKING ARRANGEMENTS

Ongoing work from home or remote working arrangements will be considered:

- Where working remotely will not negatively impact client/customer service and will not impact the ability of the employee's co-workers to perform their duties
- When the employee's work can reasonably be done from home
- Where the employee has demonstrated that they are self-motivated, self-disciplined and can work independently.
- Where the employee has demonstrated that they have the ability to consistently meet deadlines.

REQUEST PROCESS

If you would like to make a request to work from home, regardless of the duration, you must send an email to your manager. In the written request, please include details of duration requested, circumstances that are leading to the request and any other details you think are important.

- If the work from home request is a one-off or an infrequent one, then you only need the approval of your manager.
- If the work from home request is intended to become recurring, then you will need CEO approval as well. In this case, please copy the CEO in your email to your manager.



PAYROLL

PAYROLL

ADMINISTRATION AND DIFFERENT TYPES OF PAY

PTP payroll is administered through ADP Canada's computerized payroll system, allowing you to be paid by direct deposit. When you start your employment, you will be required to provide a void cheque or a direct deposit form. It is your responsibility to inform our HR and Finance team if and as soon as you have any changes to your banking information. It is crucial that adequate notice of any changes is given to Finance to ensure there is no disruption in payroll services.

Base pay

For all hourly and salaried employees, we process your base pay on a bi-weekly basis with one week in arrears. The scheduled payday for all salaried employees is every second Friday which results in twenty-six (26) pays per year.

Indirect pay

As part of your employee benefits, you will also receive some forms of indirect pay. These consist of non-cash items which are not included as part of base pay. These include pay for time not worked (such as paid holidays and leaves), professional development and training, a comprehensive group health benefits package and in some cases paid parking.

TIMESHEETS

At PTP, every employee is required to document their hours worked through a timesheet. Our finance department uses the data on your timesheets for the following purposes:

- To process your payroll accurately
- To monitor and manage your important time offs, which include but not limited to vacation, lieu time and absence
- To provide information to auditors when required
- To prepare applications to government and private sources for funding

Process: Please follow the following timesheet process in order to ensure that you get paid for all the hours that you have worked.

1. Download this timesheet template and save it where you can easily refer to it from: TEAMS - ALL PTP STAFF
2. Please fill this timesheet out biweekly and include all hours worked. ed. Please ensure accuracy and timely completion.
 - a. If you have taken any paid or unpaid time off, please include an explanation for it. *Please see below for what is and is not covered as Time Off.*
3. Every Friday before payday, please make sure to submit your completed timesheet to your manager by three o'clock (3:00 p.m.). This will allow your manager enough time to review and approve your timesheet as they are required to submit it to finance.
4. Ensure that you save a copy of each timesheet for your personal records.

All personal information collected by the employer for payment purposes is kept strictly confidential. (Please refer to Privacy Act/PIPEDA policy)

PAY STUBS AND YEAR END

At any time, if you would like to get access to your pay statement or year-end documents, please send an email to Finance at least 48 hours before you require it.

ALLOWANCES AND EXPENSES

It is the policy of PTP to reimburse employees for reasonable and necessary expenses incurred in relation to the business. In order to facilitate this, we have set a few processes, guidelines and requirements in place. Please ensure that you carefully read the information below.

Types of allowance and expense reimbursements

Personal vehicle

- What is eligible for reimbursement?
 - The use of a personal vehicle while on organization business will be reimbursed at the current mileage rate of **\$0.46/km**. Reimbursement rates are reviewed periodically and are set at the beginning of each calendar year. This reimbursement rate can be obtained from the Finance Department.
 - Please refer to Google maps to determine the most efficient route for travel.
 - The distance for routes regularly travelled will be established and consistent. Please note, the established mileage, one-way, between the east and west PTP centers is 24km. Any exceptions must be explained on the expense form.
 - Travel on toll routes must be kept to a minimum and considered only where alternative routes are not practical. Details (mileage, tolls, etc.) should be indicated on the expense form along with the date, point of origin and destination, purpose, and number of kilometers driven.
 - Parking fees are also reimbursable if a receipt is submitted.
- What is not eligible for reimbursement?
 - PTP will not assume any responsibility for damages that the employee incurs in an accident using their personal vehicle while traveling on organization business. This includes damages or increased insurance premiums. Parking tickets and traffic infractions are the responsibility of individual drivers and are not eligible for expense reimbursement.
 - The distance travelled from home to work is not eligible for reimbursement. In instances when someone travels directly to a meeting or another location for PTP related business that is further than the distance to work, the home-to-work distance should be deducted from the amount claimed. In instances when someone travels directly to a meeting or another location for PTP related business that is closer than the distance to work, then there

is no travel claim. To establish the home-to-work distance, all employees making claims must submit their regular mileage for this distance to the Finance Department.

Travel

As part of your job, it is possible that PTP may require you to take a business trip. Please review the guidelines below regarding all travel reimbursements.

- All travel must have manager approval prior to booking the trip.
- The extension of a business trip over a weekend or holiday for personal time is permissible as long as the employee pays for all additional charges. All additional charges for hotel, car rental, meals, etc. are the sole responsibility of the employee. This is inclusive of the incremental increase in airfare due to the extension, if any.
- Original hotel, flights, including boarding passes, meal, and/or taxi receipts must accompany travel expense claims.
- What is not eligible for reimbursement?
 - Personal entertainment (e.g., not incurred in connection with organization approved business).
 - Personal trip insurance.
 - Expense of domestic partner or other dependent(s) unless specifically authorized in advance by management.
 - Purchase of clothing or beauty aids.
 - In-room movies or games.
 - Personal phone calls.
 - In-flight services (e.g., cocktails or headsets).
 - Alcoholic beverages and snacks.
 - Magazines and other reading material unless with prior management approval.

Flights

- It is PTP policy to obtain the lowest fare within the parameters of reasonable business judgement. You should always accept the lowest fare option available, provided the itinerary meets your business requirements.
- All travel arrangements should be made as far in advance as possible to maximize the opportunity for discount fares.
- Upgrades to First or Business Class is permitted when initiated by the airline or where the employee elects to use their own incentive points earned as part of a frequent flyer program. The cost of the upgrade is not reimbursable.

Hotel

- PTP will reimburse for the cost of room and tax only and in those cases where an internet fee may apply. All incremental costs such as room movies, minibar charges, etc. are the responsibility of the employee.

- Employees must exercise judgement when booking hotel accommodations and should review hotel rates to ensure that you are paying a reasonable rate for the duration of your stay.

Meals:

- While travelling for business, employees will be reimbursed for meal expenses in line with government set limits.
- PTP will not reimburse for any alcohol consumed during the business trip.

Miscellaneous purchases

If you are going to request reimbursement for any expenses not mentioned in this handbook, you must get prior approval from your manager. Some examples of these expenses include any resources or supplies you may need to conduct your work. As with all other expenses, you will need to keep and submit a copy of your original payment receipts.

Reimbursement Process

Please follow the following process in order to ensure that you get paid for allowance and expense reimbursements that you are eligible for.

1. Download this PTP Expense Claim template and save it where you can easily refer to it: TEAMS – All PTP Staff in “FORMS used at PTP”
2. Once you have incurred an expense, please make a note of it on this form with all the details. Make sure to keep a copy of your payment receipt.
3. At the end of the month, please submit your completed expense form AND your payment receipts to your manager via email. All expense claims should be submitted in the month which the expense is incurred and never beyond the fiscal year in which the expense was incurred.
4. Ensure that you save a copy of each expense form for your personal records.
5. Once your expense form is approved by your manager and processed through Finance, you will get paid on the first pay period of the next month. If you notice any discrepancies or issues, please send an email to your manager.



TIME OFF

TIME OFF

All employees of PTP play a vital role and are expected to be prompt and regular in their attendance. However, PTP recognizes that there are factors that can lead to being late or absenteeism and as such, we have created the following process and guidelines to manage time off.

TIME OFF REQUEST PROCESS

- Planned time off: *please see below for details on various types of planned time off.*
- Unplanned/unforeseen time off: employees unable to attend work as scheduled must notify their manager, as soon as possible or at least two (2) hours prior to the start of their workday. Please provide the reason for the absence and the expected date of return in writing to them. If you are unable to contact your manager directly, please leave a voicemail AND contact another manager or colleague.

OVERTIME AND LIEU TIME

As a not-for-profit organization, overtime pay is not accounted for in the overall budgets for programs and projects. However, PTP will grant employees the opportunity to “bank time”, otherwise referred to as lieu time for extra hours worked under exceptional circumstances.

A total of one (1) week (equivalent to 35 hours) can be banked as “lieu time” in a fiscal year. The following conditions also apply:

- Lieu time cannot interfere with on-going projects and deadlines, therefore, must be taken during slower periods of business
- To request lieu time off, written advanced notice of one (1) week must be provided to the manager or the CEO
- Lieu time must be taken within six (6) months of the week in which it is earned.

If an employee's job ends before he or she has taken the “time off in lieu”, the employee will receive overtime pay, no later than five (5) days after the date the employment ends, or on what would be PTP’s next pay day, whichever is later.

Request process

An employee in consultation with Manager must agree electronically or in writing that the employee will receive paid time off work instead of overtime pay.

VACATION

PTP recognizes that vacations are important to the continued well-being of employees.

Entitlement

- Annual vacation time off with pay is provided to all permanent, full-time/part-time employees. Please see below for your own entitlement and taking your tenure into account:

Tenure	Vacation entitlement
Less than 1 year	Upon completion of the probationary period, in the first year an employee may take vacation on a pro-rated basis. Full vacation entitlement may be taken prior to completion of one full year of employment at the discretion of the manager
1 - 2 years	10 business days
2 – 4 years	15 business days
5 - 10 years	20 business days
More than 10 years	25 business days

- Temporary employees are entitled to vacation pay in accordance with the *Ontario Employment Standards Act*.
- Your vacation period does not include any statutory holidays that may fall within the period requested off.

Special guidelines for Instructors

Instructors must take their vacations during training breaks. Training breaks occur during the year when instruction stops and participants do not attend PTP for class work. The schedule for these breaks will be determined at the beginning of each calendar year by the CEO. For those instructors whose entitlement goes beyond the scheduled training breaks, scheduling of vacation time must be approved by their manager a minimum of four (4) weeks in advance of the requested period.

For those instructors whose entitlement doesn't cover the scheduled training breaks, unpaid vacation time will be required.

Request process

Employee vacation schedules must be pre-approved by the manager and will conform to the operational needs of the organization. A request for time off must be submitted in writing to the employee's manager for approval a minimum of four (4) weeks in advance of the requested period. Any vacation request above ten (10) days requires a minimum notice of 90 days, in writing.

Vacation selection will be granted on a first come, first served basis. While making every reasonable effort to accommodate all requests for vacation periods selected, management reserves the right, based on business activities, to limit the number of employees taking vacation at the same time.

Carry over

Annual vacation benefits are based on the employee's date of hire. Employees are required to take the minimum annual vacation day requirements as outlined in the *Ontario Employment Standards Act*. Unused vacation may not be carried over into the next calendar year, except with written permission by

the Manager, and will be limited to one (1) week carry-over subject to the minimum vacation entitlements prescribed by the *Ontario Employment Standards Act*. It is the employee's responsibility to use any vacation days that are carried over within the first three (3) months of the following fiscal year, before June 30th.

For those employees who receive a greater vacation benefit other than regulated under the Employment Standards Act, and don't use this vacation entitlement within the three (3) month period, may risk losing this time. Although employees will be encouraged to use their vacation time accordingly, management reserves the right to extend the three (3) month limitation period as required based on business activities in which employee flexibility will be required.

Should an employee voluntarily decide to leave the organization or if his or her employment is terminated prior to the end of the vacation entitlement year, the employee's pay on termination will be adjusted to reflect any vacation pay the employee received but has not yet earned as of the date of departure. When an employee leaves the organization any unused earned vacation entitlement will be included in the employee's final pay.

STATUTORY HOLIDAYS

Entitlements

In the province of Ontario, PTP recognizes that there are ten (10) established, official paid holidays each year. These Statutory and Public holidays are as follows:

New Year's Day	Simcoe Day (Civic Holiday)
Family Day	Labour Day
Good Friday	Thanksgiving
Victoria Day	Christmas Day
Canada Day	Boxing Day

PTP also provides employees with an additional annual paid vacation day: Easter Monday.

At the beginning of each calendar year, PTP will prepare a tentative Holiday Schedule for the year outlining the specific dates PTP will be closed.

Where a statutory or public holiday falls during an employee's vacation, the day shall be considered a paid holiday and shall not count as a vacation day. If a designated holiday occurs on a Saturday or Sunday, it will normally be observed on the working day immediately preceding or immediately following the actual holiday, dependent on community practice and the needs of the business.

Employees are required to take statutory and public holidays as time off on the scheduled day. An employee becomes eligible for statutory holiday pay immediately upon being hired. However, the statutory holiday pay is based on average weekly earnings over the previous twenty (20) days worked.

SHORT- TERM TIME OFF

Sick Leave

PTP recognizes that taking care of your health is crucial. As such, our Sick Leave policy allows you to be excused from work if you experience personal illness, injury or a medical emergency. This leave is meant to be short-term and cannot be used to take care of your family members (see *Dependent Care and Family Medical Leave for latter*).

It is expected that you schedule all medical or personal appointments outside of scheduled work hours. However, PTP understands that at times an appointment may be booked during work hours (e.g., to see a specialist). When this is the case, it is your responsibility to determine whether the requested time off will be deducted as vacation time, sick leave or accumulated lieu time (if applicable). Appropriate advance notice must be given to the employee's manager in writing (e.g., by email).

Eligibility: Upon successful completion of your probationary period, all PTP part-time and full-time employees are entitled to **sick days with pay** on a short-term basis.

- For absences due to illness longer than three (3) days, PTP has the right to request a medical certificate from you verifying that you are unable to resume work.
- If the absence is anticipated to be longer than five (5) working days, your manager must be notified in writing of the projected return to work date.
- If you are unable to work because of sickness, injury, or quarantine for a significantly longer period, you may apply directly to the government for Employee Insurance Sickness Benefit.

Request process: If you know in advance that you will be requiring Sick Leave, please notify your manager in writing of the dates that you need off. In unforeseen circumstances, please notify your manager in writing, as soon as possible or at least two (2) hours prior to the start of their workday. If you are unable to contact your manager directly, please leave a voicemail AND contact another manager or colleague.

Dependent Care Days

Under the Dependent Care policy, PTP allows employees to be excused from work for a short-term period in order to provide care/or plan for care when a dependent family member is ill. In the context of this policy, a dependent family member is defined as the following:

- A child, step-child or foster child of the employee or the employee's spouse/partner
- The employee's spouse/partner
- A dependent parent, step-parent or foster parent of the employee
- Any person dependent on the employee for care or assistance.

Duration: **You may take a maximum five (5) paid dependent care days per year.**

- For absences due to illness longer than three (3) days, PTP has the right to request a medical certificate verifying that a dependent family member's illness makes it impossible for you to

assume your normal working duties. If the absence is anticipated to be longer than five (5) working days, your manager must be advised of the projected return to work date.

Request process: Please send your manager a notice in writing if you need to take Dependent Care days, with an expected return date.

Bereavement Leave

In the event of a death of a member of an immediate family member, a PTP employee is entitled to and shall be granted Bereavement Leave for the purpose of arranging and/or attending the funeral.

Eligibility: All PTP employees are eligible to take Bereavement Leave when they need it.

Duration: **You are eligible to take up to five (5) consecutive working days paid leave for bereavement of an immediate family member or significant other person.**

- For the purpose of this policy, immediate family includes a spouse, child, parent, brother, sister, grandparent, grandchild, legal guardian, mother-in-law, father-in-law, son-in-law, daughter-in-law, and spousal cohabitant/common law. Generally, one (1) day is the established norm at PTP for employees to attend to funeral obligations, depending on the travel required.

Request process: Please send your manager a notice in writing if you need to take Bereavement Leave, with an expected return date. PTP reserves the right to require an employee to provide evidence of the need for Bereavement Leave.

Jury Duty

If you are summoned to and are required to participate in Jury Duty, PTP wants to be supportive and is prepared to give you the required time off within the guidelines below.

Eligibility: All PTP employees are eligible to apply for Jury Duty time off.

Duration: **PTP's employees shall receive paid leave up to a maximum of four (4) weeks if called to jury duty or subpoenaed as a witness.** However, please note that the maximum weeks will be paid out dependent on PTP's budgetary limitations.

Request process: Please send your manager a notice in writing if you need to take time off to attend Jury Duty. A copy of the jury duty summons and all other associated paperwork are required for the personnel file and are to be submitted to your direct manager as soon as notification is provided by the courts.

Unpaid Personal Leaves

In consultation with the CEO, a manager may grant unpaid Personal Leave to you.

Duration: Unpaid Personal Leave may be authorized for periods of up to four (4) weeks.

- If an employee takes any part of a day as leave under this section, PTP may deem the employee to have taken one day's leave on that day for the purposes of this subsection.

Request process: Please send your manager a notice in writing a minimum of four (4) weeks prior to the commencement of the leave and advise of your anticipated return date.

- Such cases are at the discretion of the manager and CEO and are granted only under exceptional circumstances.
- PTP may require you to provide reasonable evidence in relation to the circumstances that you are entitled to the leave.

Sabbaticals

Sabbaticals may be granted, at the discretion of the CEO, for various purposes such as pursuing studies or extended travel.

Eligibility: You must have completed five (5) or more years of continuous employment

Duration: sabbaticals may be granted for up to one (1) year. You may apply for a sabbatical once every five (5) years.

Request process: Please submit a written request to the CEO for approval a minimum of three (3) months before the requested start date.

- Approval of requests will be dependent on various criteria, including length of employment, job performance, and the operational needs of the organization.

Secondments

From time to time, you may be asked to undertake work at another organization on a temporary basis. If the position presents the opportunity for your professional development and furthers the goals of PTP, a leave for secondment opportunities may be granted at the discretion of the CEO.

Duration: Secondments may be granted for up to one (1) year.

Religious Holidays

PTP employees practicing religions with sacred days of observance other than those listed under the organization's Statutory and Civic Holiday policy will be given time off without pay, or they may take vacation time for observance of special days within their religious traditions.

Request process: If you wish to take recognized religious holidays off from work, you must discuss this in advance with your manager. Please provide at least two (2) weeks' advance written notice of the absence to your manager.

LONG - TERM TIME OFF/LEAVES OF ABSENCE

PTP recognizes that while employees are expected to come to work as set out in their employment contract, special circumstances may arise in which they require a long-term time off or leave of absence.

General guidelines:

- Benefit programs in which the employee is participating may be maintained during authorized absences for up to 18 months depending on the type of leave.
 - Employees are required to maintain their financial contribution to their Long-Term Disability benefits while on leave during authorized leave.
- Employees who are on a leave of absence for more than 18 months will be required to cover the total cost of their Group Benefit Plan (see below, Dental, Medical, Drug, etc.)
- At PTP, employees' vacation entitlement time will continue to accrue during periods of short-term disability, pregnancy/parental or adoption leave, childcare leaves of absence and jury duty absence. It is understood that vacation days accrued are unpaid.
- Vacation time does not accrue during leaves of absence granted due to extended vacation, extended pregnancy leave, long-term disability or for personal reasons such as sabbaticals.

Request process

Employees must notify their manager of any absence in writing as soon as possible and must indicate the probable duration of the absence.

TYPES OF LEAVES OF ABSENCE

Family Medical Leave

An employee is entitled to an unpaid Family Medical Leave of absence to provide care or support to a family member if a qualified health practitioner issues a certificate stating that the individual has a serious medical condition with a significant risk of death occurring within a period of twenty-eight (28) weeks or less of the date of certificate issuance.

Eligibility: For a list of who is classified as a family member under this policy, please refer to this [link](#).

Duration: The Family Medical Leave can be taken up to a maximum of twenty-eight weeks.

Request process: To request a Family Medical Leave, you will need to advise your manager in writing that you will be doing so. If requested by PTP, you will need to provide us with the authorized medical documentation as soon as possible. Your manager will need to authorize this leave before you start taking it.

- However, if for unforeseen circumstances, you need to begin the leave before advising your manager, you can do so. You will need to inform your manager in writing as soon as possible after commencing it.

Pregnancy, Parental and Adoption Leave

	Pregnancy Leave	Parental and Adoption Leave
Are you eligible?	You are eligible to request Pregnancy and Parental Leave if you have completed at least thirteen (13) weeks of employment at PTP before the expected date of birth. Please note that this is an unpaid leave of absence.	
Duration	You are eligible to take up to seventeen (17) weeks of Pregnancy Leave. However, if you have completed your 17 weeks and are still pregnant, you may continue the leave until the birth of the child.	<p>Birth mothers who take pregnancy leave are entitled to take up to 61 weeks of parental leave.</p> <p>All other new parents are entitled to take up to 63 weeks of parental leave.</p> <p>An employee who is the parent of a child is entitled to parental/adoption leave without pay, up to a maximum period of thirty-five (35) consecutive weeks if the employee also took pregnancy leave or thirty-seven (37) weeks otherwise, following the birth of the child (new-born child of the parent and, in a case of an adopted child, a child who has not reached the age of compulsory school attendance) or when the child comes into the custody, care and control of a parent for the first time.</p>
When can you start taking it?	<p>You may commence your Pregnancy Leave no earlier than seventeen (17) weeks before the expected birth date and no later than the earlier of the employee’s due date of the day on which the employee gives birth. If you have a live birth prior to 17 weeks before the start date, you may start your leave then. Such leave shall be a continuous period and not intermittent.</p> <p>Pregnancy leave of an employee who is not entitled to take parental leave or who elects to take parental leave, ends on the latter of the day that is seventeen (17) weeks after the leave began or the day that is six (6) weeks</p>	<p>You may start taking it as soon as pregnancy leave ends. It can be taken no later than 78 weeks after your baby is born or when the child comes into the care of the parents.</p> <p>An employee who is entitled to parental leave in addition to pregnancy leave must commence that leave upon the expiry of pregnancy leave, unless the child has not yet come into the care and control of the employee.</p>

	after the birth, still-birth or miscarriage.	
PTP request process	To request a Pregnancy Leave, PTP requires that you submit a written request at least two (2) weeks before the date on which the leave is to commence. If requested, please provide a certificate from a legally qualified practitioner stating the expected date of birth.	To request a Pregnancy Leave, PTP requires that you submit a written request at least two (2) weeks before the date on which the leave is to commence. That's c Please decide the period of EI benefits that you will participate in and let your manager know of such.
What will happen to my benefits?	<p>Employment Insurance (EI) has a one (1) week unpaid waiting period for each benefit.</p> <p>During pregnancy, parental or adoption leave, PTP employees are eligible to continue participating in our life insurance plans, extended health care programs, and/or dental plans. You may choose to opt out of participation and its ongoing payments by sending your manager a written notice of such. This notice must be given prior to taking leave or within two (2) weeks thereafter.</p> <p>An employee wishing to continue benefits during the leave will be required to provide either post-dated cheques or make other suitable arrangements regarding payment of his/her portion of premiums for benefit coverage.</p>	
What happens when I come back or decide to not back to work?	<p>When any of these leaves end, you will be reinstated to your own position, or if that position is not available, in a comparable position with not less than the same wages and benefits.</p> <p>If you want to end any of these leaves early, please send a written notice to your email at least four (4) weeks prior to the date to which you intend to return to work. If you do not want to come back to work at all, the same notice period and process is applicable at PTP. If you do not return to work at all or give notice, PTP will assume that you have chosen to voluntarily resign effective the expiry of the leave.</p>	

Declared Emergency Leave

A Declared Emergency Leave allows PTP employees to take **an unpaid leave of absence** from work if the employee is not able to perform his or her employment duties as a result of an emergency declared under the *Emergency Management and Civil Protection Act*, where the employee is either the subject of an order under the Act, or under the *Health Protection and Promotion Act*, or is needed to provide assistance to a family member.

Eligibility: You are eligible to take the leave if:

You are not performing the duties of your position because of the declared emergency, **and** if

- 1) An emergency order is made under the [Emergency Management and Civil Protection Act](#) (EMCPA) that applies to you and causes you to not perform the duties of your position.
- 2) An order is made under the [Health Protection and Promotion Act](#) (HPPA) directed at you that prevents you from performing the duties of your position.
- 3) You are needed to provide care or assistance to **at least one** of your family members because of the declared emergency. The list of these eligible family members can be found [here](#).

Duration: There is a maximum fourteen (14) day limit for the initial declaration, and the Legislative Assembly, on the recommendation of the Premier, may by resolution extend the period of an emergency for additional periods of no more than twenty-eight (28) days.

Request process: If you would like to request a Declared Emergency Leave, you must notify your manager in writing. If you need to start taking the leave before letting your manager know, then you must let him or her know as soon as it has started. PTP may require you to provide evidence of your entitlement to the leave.

General guidelines:

The leave would continue if the emergency conditions apply. Should the emergency be extended for a further period, the employee's entitlement to unpaid declared emergency leave would also continue.

Entitlement to the unpaid emergency leave during a declared emergency would be in addition to the regular ten (10) days unpaid personal emergency leave currently provided under the *Ontario Employment Standards Act*, in relation to personal illness, injury or medical emergency, or the death, illness, injury, medical emergency, or urgent matter concerning a family member as set out above.

The provisions regarding continuation of seniority and benefits, vacation entitlement, reinstatement on the expiration of the leave, and the prohibitions against discipline or dismissal because of leave are the same as those covering pregnancy leave.



EMPLOYEE BENEFITS

EMPLOYEE BENEFITS

GROUP HEALTH BENEFITS

As part of your health and wellness, PTP is proud to ensure that you have access to Group Health Benefits, and it is administered by the Chamber of Commerce Group Insurance Plan. The following benefits are included in the program:

- Life and Accidental Death and Dismemberment Insurance
- Extended Health Care, Dental Care and Vision Care
- Employee Assistance Program (EAP)
- Travel Medical Coverage
- Long Term Disability

Eligibility:

Upon successful completion of your probationary period, all permanent full-time or part-time employees are eligible to enroll in PTP's Benefits' Program.

- Permanent part-time employees are required to work a minimum of 21 hours per week to be eligible for benefits.

Cost of the program:

The costs for the benefits program are shared between yourself and PTP.

- PTP covers all premiums except Long Term Disability, which is covered by you. Your premium payments are directly deducted from your pay each pay period and submitted to Chamber of Commerce Benefits Plan by PTP.

How to enroll into the plan:

At the beginning of employment, your manager will give you all the materials that detail the benefits program and your obligations within the program.

- You are required to enroll in the program within thirty (30) days of completing your probationary period. Failure to submit application forms to the insurance organization within this timeframe may result in you being required to complete a medical disclosure form and a possible delay in coverage start-up.
- Once you are enrolled, you will be issued an enrollment certificate along with detailed information regarding the program's coverage.

Submitting claims:

- Claim forms can be found <https://www.my-benefits.ca/#/>. You need to sign up. It has detailed information on how to submit your claims as well.
- Please keep a copy of all claims submitted as well as any other documentation or correspondence undertaken with the insurer.

SUPPLEMENTARY UNEMPLOYMENT BENEFIT

The purpose of the Supplementary Unemployment Benefit (SUB) is to supplement Employment Insurance (EI) benefits during your temporary leave period if you have unexpected illness or injury.

Eligibility:

For you to be eligible for the benefit, you must:

- Must have completed the three (3) month probationary period
- Worked 600 hours in the last fifty-two (52) weeks or since your last claim.
- Be a permanent employee of PTP working a minimum of twenty-five (25) hours per week
- Be absent from work during a period when you would normally be required to work
- Have a physician's orders outlining the course of treatment which is inconsistent with you continuing to work

Payment details:

On top of what is paid out by Employment Insurance (usually 55% of your salary), PTP will top up this benefit depending on the years of employment, as follow:

Years of employment	PTP top up
Less than one (1) year of employment	Top up to 65%*
One to two (1-2) yeas of employment	Top up to 75%*
Two to five (2-5) years of employment	Top up to 85%*
Five plus (5+) years of employment	Top up to 95%*

* The maximum benefit will be paid out dependent on PTP's budgetary limitations.

SUB is available to employees who are unable to work because of sickness, injury, or quarantine. If you cannot work because of sickness, injury or quarantine, but you would otherwise be available to work, you could be eligible to receive up to a maximum of **15 weeks** of EI sickness benefits. Note that EI has a one (1) week unpaid waiting period for the benefit.



EMPLOYEE RELATIONS

EMPLOYEE RELATIONS

PROFESSIONAL DEVELOPMENT

Employees are encouraged to improve their level of technical and professional competence on an ongoing basis to ensure the most effective performance of their jobs.

Eligibility

Training is available to employees after successful completion of one (1) year of employment.

Training methods

PTP provides opportunities for professional development through in-house and on-the-job training. You are encouraged to seek out opportunities that correspond to specific needs of the organization and that reflect the goals and areas of responsibility of your role.

Guidelines

Employees are encouraged to participate in and complete all courses which they request, and successful course completion is anticipated. Employees are expected to share through workshops, presentations or reporting in staff meetings or electronic correspondence (e.g., PTP internal email or PTP blog) any new and valuable information or techniques that training provides them with, which might benefit their colleagues and improve PTP's programs and services.

Request process

If you would like to access a professional development opportunity, please make a request in writing outlining the opportunity, dates, and fees. Professional development activities scheduled for one (1) day or less require a manager's approval. For activities running longer than one (1) day, the approval of the CEO or COO is required.

Payment

You will receive regular pay for approved professional development days. Employees attending training and development programs that require distance travel, meal expenses or other accommodations must get their manager's approval for these expenses prior to registering for the program. Employees will be reimbursed for approved expenses and should complete an expense claim form immediately upon return from the training. Original receipts must accompany any claims (*Please refer to Allowance and Expenses policy*).

Funds are allocated annually to professional development opportunities for employees. Requests will be approved subject to PTP's budgetary limitations.

ADDRESSING EMPLOYEE CONCERNS

All employees have the right to raise issues and complaints they may have about the way they are treated. All issues will be treated in strict confidence as deemed appropriate and will be explored in a timely manner, including private discussions with all concerned.

How to raise an issue

- 1) First step resolution: As a first step towards resolution, PTP encourages you to address any job-related issues, questions or complaints with your manager because the most appropriate solution will often be reached at this level. When you are ready to raise an issue, please send a written email to your manager outlining any specifics, relevant examples and any solution suggestions. If you prefer an in-person/phone call to discuss the matter, you may do so, but please follow up with a written summary to your manager.
 - Your manager is encouraged and will be incentivized to work with you to create an early and equitable resolution of problems when they occur.
 - Please note that depending on the nature of the issue, your manager may be required to report the issue to the CEO, and subsequently, the CEO may be required to report it to the Board of Directors. It is possible at this stage that you may be required to share any written documentation/evidence that you may have.
- 2) Second step resolution: If the first step resolution does not resolve the matter or if you are not comfortable addressing the concern with your manager, please feel free to send your concern to the CEO. As with the first step, please send the CEO a written email outlining any specifics, relevant examples and any solution suggestions.
 - The CEO will also respond to appeals regarding decisions taken or unresolved issues in the workplace. Keep in mind that you have the right to bring serious and persistent problems to the attention of the Executive Committee of the Board of Directors.
- 3) Issues with the CEO: If you would like to raise an issue about the CEO, PTP encourages you to discuss it directly with the Chair, or the Executive Committee of the Board of Directors. Please see *All Staff Teams Folder* for Board of Directors contact information.

PERFORMANCE IMPROVEMENT AND CORRECTIVE ACTION

PTP is committed to maintaining a work environment and atmosphere where all employees are afforded the opportunity to learn, grow, and thrive. The Corrective Action Policy outlines the framework for addressing inappropriate behaviours within the workplace and ensuring a fair and consistent approach is in place to address situations quickly.

DEFINITIONS

“Corrective Action” is the process for dealing with job-related behavior and/or conduct that does not meet expected and communicated performance standards.

POLICY

This policy outlines a fair and consistent approach to discipline within the workplace in the event that PTP sees conflicting behaviours in the desired workplace atmosphere. PTP is committed to addressing these situations promptly and appropriately following these guidelines. The policy applies to all employees of PTP and employees will be made aware of this Policy at the time of hire.

Corrective Action Principals

PTP will apply corrective action to address employees' performance and/or workplace issues. Corrective action uses increasingly serious measures to correct performance, conduct, and/or unacceptable workplace behaviours.

Corrective action may be warranted in the following instances such as, but not limited to:

Performance issues:

- Workplace misconduct
- Breach of workplace policies or procedures
- Off duty conduct that has detrimental impact on the workplace

Through corrective action, PTP will:

- Communicate the workplace expectations for performance and/or conduct
- Provide appropriate support to rectify the issues or concerns
- Provide the employee the opportunity to improve their conduct or performance issues

Management, depending on the situation, will determine the most appropriate form of disciplinary action when evaluating the performance or misconduct. Serious offences may result in immediate suspension or dismissal without progressing through the verbal or written warnings.

PTP reserves the right to move to any level of discipline as deemed fit by management based on the severity of the offence.

Corrective Action Levels and Procedures

1. Verbal Warning – Where warranted, an employee will be issued a verbal warning regarding a behavior and/or action that contradicts desired workplace conduct and/or performance. When a verbal warning is issued, management will provide the employee with an explanation of the inappropriate conduct or performance issue, why the verbal warning was issued, and what the expectations are of the employee moving forward. Management will document the conversation that has taken place and add the documentation to the employee's file.
2. Written Warning – Where warranted, an employee will be giving a written warning regarding undesirable workplace behaviour. This warning could be about performance that was previously discussed in a verbal warning that has not been rectified, or a behavior or action that was considerably severe in nature and requires more than a verbal warning. The employee will be provided with a letter that outlines the situation being discussed, what the concerns are, and what is expected of the employee within a specific timeframe for rectification. The employee and manager will both sign off on the document and one copy will be provided to the employee and a second copy will be placed in the employee file.
3. 2nd Written Warning – If the employee does not rectify their behaviour after a written warning has been issued, Management may provide a subsequent written warning (example: second written warning, final written warning), or move to a higher stage of corrective action as outlined below.
4. Termination – An employee will be provided with written documentation regarding their termination outlining why the termination is being completed, any actions or disciplinary measures previously taken to rectify the situation that was not met and the justification for the for-cause termination as outlined in the Termination Policy. In severe instances, management may choose to move directly to the termination of employment when warranted.

Responsibilities Employees

Employees must:

- Ensure they understand and fulfill work expectations
- Ask management for help in the event they do not understand what is expected of their performance in the workplace
- Consistently act in a respectful manner towards colleagues, superiors, and clients
- Adhere to PTP's policies and procedures
- Follow all health and safety measures put in place within the workplace

Managers

Managers must:

- Ensure employees are aware of all workplace expectations for conduct and performance
- Manage employees effectively, providing ongoing and constructive feedback on work performance and workplace conduct
- Ensure employees are aware of and consistently enforce workplace policies and procedures
- Follow and enforce the Corrective Action Policy with respect to employee performance and workplace concerns
- Maintain appropriate documentation for disciplinary actions

Appeals

Where an employee feels they have been unfairly disciplined under the corrective action framework, they may appeal the decision within 30 days of the disciplinary meeting. Employees must provide solid evidence of the unfair disciplinary measures enacted or provide proof that the concern being disciplined for did not occur as described. Management will review all appeals within a timely manner and provide the employee with a written response to the appeal, including the outcome of the appeal.

Employee Files

All written documentation in relation to corrective action will be maintained within the employee files. Disciplinary documentation will remain active within an employee file for 18 months from the date the document was signed or as otherwise specified in writing.



**WORKPLACE VIOLENCE,
HARASSMENT AND DISCRIMINATION**

WORKPLACE VIOLENCE, HARASSMENT AND DISCRIMINATION

PTP is committed to building and preserving a safe, productive, and healthy working environment for its employees, free from violence, harassment and discrimination. We will take all reasonable measures to ensure job candidates, employees, managers, and clients are not subject to any form of violence or harassment. This commitment applies to all areas of business, including training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

Harassment, discrimination, or violence inflicted on an individual or group based on race, sex or gender, sexual orientation, disability, national or ethnic origin, colour, religion, marital status, or any other legally protected category is prohibited at PTP. This policy applies to all employees and clients and extends to cover the PTP workplace and any work-related and/or employee social functions.

Acts of violence, harassment or discrimination against or by any employee will not be condoned or tolerated by PTP.

All employees are responsible for creating and maintaining a safe work environment free from violence and harassment. PTP will take seriously all allegations of violence and harassment in relation to its workplace regardless of the identity of the victim, the grounds for the offensive conduct or whether such is perpetrated by a PTP employee, client, consultant, or member of the general public. If perpetrated by an employee, any such conduct will give rise to disciplinary sanctions up to and including termination of employment.

Note: The inclusion of these specific forms of conduct must not be taken to mean that PTP will ignore other forms of reprehensible conduct.

WORKPLACE VIOLENCE

Defining it

The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or a statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence includes, but is not limited to, the following types of conduct:

- Actual and attempted acts of physical violence, including actions such as hitting, punching, slapping or kicking
- Threats of physical violence or intimidation
- Sexual assault
- Other acts of physical aggression, such as the deliberate destruction of or damage to property, especially where such actions are meant to intimidate one or more individuals.

Workplace Violence Prevention Program

PTP's Workplace Violence Prevention Program includes specific measures and procedures to control risks of workplace violence, as identified in the section on the Workplace Violence Risk Assessment below.

Such measures include procedures for:

- summoning immediate assistance when workplace violence occurs or is likely to occur
- reporting incidents of workplace violence
- investigating and dealing with alleged incidents of workplace violence.
- Workplace Violence Risk Assessment

PTP conducts periodic workplace violence risk assessments and will reassess the risks of workplace violence as often as necessary. The risks of violence which are assessed are related to the potential for violent acts perpetrated by an employee, by a client, visitor or member of the general public. PTP will notify employees and consultants of any incidents of violence which are specific to the work locations and jobs with clients as necessary. Violence Investigation Procedure

The investigation process will be initiated upon receipt of a formal complaint from an employee or at the discretion of the employer where workplace violence is known or is suspected to be occurring.

The organization will endeavor to complete investigations within 90 calendar days or less once the process has been initiated; unless extenuating circumstances warrant a longer investigation (for example where more than five witnesses must be interviewed or in the event a witness, Complainant or Respondent is unavailable due to illness).

Once initiated, the investigation procedure will generally adhere to the following steps/guidelines:

1. The organization will appoint an internal or external investigator(s) to promptly conduct and document an investigation into the incident in which all facts are examined in a manner that is timely, fair, and impartial.
 - a. No person shall be appointed to the role of investigator where they have been named within a complaint.
 - b. Any allegations against the (Insert title) will be investigated by a neutral third-party investigator.
2. The investigator(s) will review this policy, the submitted complaint and supporting documents, and will meet with the Complainant to gather additional details and information regarding the incident(s).
3. Individual(s) named in the complaint (known as Respondents) will be advised via written notification of the complaint that has been filed against them. The notification will inform the Respondent of the alleged offensive action(s)/behaviour(s) made against them.
4. The investigator will then meet with the Respondent to allow the individual to respond to the presented allegations and to gather facts and information.
5. Where warranted, the organization may issue a paid administrative leave to the Respondent, Complainant and any other party deemed necessary until the investigation is completed.

6. Employees on paid administrative leave pending the results of the investigation must remain available to meet with the investigator and to return to work as requested.
7. The investigator may also individually meet with witnesses and any other individual deemed necessary to provide additional evidence or context/information pertinent to the investigation.
8. Once the investigator is satisfied with the amount of information collected from all parties, he or she will make a determination as to whether or not the allegation(s) are substantiated based on a balance of probabilities and where substantiated, make recommendations on any remedial action to be taken.
9. The investigator will provide an investigation report which must include a summary of the steps taken during the investigation, the complaint and allegations of the Complainant, the response from the Respondent(s), the evidence of any witnesses, any additional evidence gathered, findings of fact, the conclusion of the investigation and any recommendations made.
10. If the investigator deems a breach of the policy has occurred, the organization will take necessary corrective action where deemed appropriate to do so.
11. If the results of the investigation do not substantiate that a breach of this policy has occurred, the allegations will be disregarded in any subsequent employment decision affecting the parties involved. This is the case except where there is repetition of the same allegation from the same or different parties, and in that case, further investigation and corrective action may occur. However, if after investigating any complaint the organization determines that the complaint is not genuine or that an employee has deliberately provided false information regarding the complaint, disciplinary action may be taken against the Complainant or the individual who gave the false information.
12. If the Complainant disagrees with the outcome of the investigation, they will have the option to pursue recourse through the applicable legislation (example: The Human Rights Code or the Occupational Health and Safety Act).
13. PTP will provide the Complainant and Respondent (where the Respondent is an employee) with a written outcome letter summarizing the investigation findings and any disciplinary action to be taken because of the investigation.
14. All parties involved in the investigation process, including the Complainants, Respondents, and witnesses are responsible for fully cooperating with the investigator(s) throughout the investigation process.

DOMESTIC VIOLENCE

Defining it

Domestic violence, which affects people of all ages and all ethnic, racial, religious, educational and socioeconomic backgrounds, is a crime defined as violent, threatening or extremely coercive behaviour perpetrated by one partner in a current or formerly intimate relationship on the other. It can consist of a pattern of ongoing abuse lasting years or one single isolated incident.

Domestic violence includes, but is not limited to, the following types of behaviour:

- Actual or threatened physical violence or harm, up to and including incidents of serious assault and even homicide
- Sexual assault (forcing someone into sexual activities against their will is a crime even where the parties are married to one another)

- Stalking and other forms of harassment and intimidation
- Threats of harm or actual harm perpetrated against others (i.e., victim’s children, friends, family, coworkers, etc.)
- Damaging, destroying, or threatening to destroy property belonging to the victim or individuals who are closely associated with the victim.

While not crimes per se, psychological, financial and emotional abuse as well as extremely controlling behaviour (i.e., controlling what the victim wears, not allowing him/her to see certain people, leave the house or socialize with others, limiting the victim’s right to free speech, etc.) are also unacceptable. If PTP becomes aware that domestic violence is likely to expose an employee to physical injury in the workplace, we will take every precaution reasonable in the circumstances for the protection of the employee.

Reporting or Disclosing a Domestic Violence case

- Please refer to the *Reporting Workplace Violence, Harassment or Discrimination* section below.

PTP’s Course of Action

While PTP respects the privacy of its employees and aims not to intrude into their personal lives, where PTP is aware of the existence of domestic violence or where such violence is suspected and the consequences of domestic violence are likely to be evident in the workplace, PTP will intervene in the interests of the individual concerned and other employees. As such, once PTP becomes aware of domestic violence situation, we will:

- Take seriously and evaluate all reports of threatening or violent conduct. If an employee or contractor self-discloses domestic violence, and it appears that they may be in immediate danger, PTP will assist the individual in any way it can including calling 911 if appropriate. If danger is present but not urgent PTP’s Human Resources or management will perform a domestic threat assessment;
- Perform a violence risk assessment of PTP premises and business and implement security measures to address potential violence in the workplace;
- Take measures to minimize the possibility of acts of domestic violence occurring in the workplace;
- Take measures protecting the employee, while she/he is at work, who is a victim of domestic violence from his/her current or former partner;
- Use the domestic violence checklist to determine the level of risk;
- Protect other employees from acts of domestic violence occurring in the workplace;
- Inform other employees of the identity and personal details of an individual where there is a risk of workplace violence being perpetrated by that person. Information on a potentially violent individual includes, but is not limited to, his/her identity, personal history and description. Note: Information will be shared on a need-to-know basis and confidentiality will be maintained to the greatest extent possible for the sake of all individuals involved.
- Take some or all the following measures as deemed appropriate on request of an employee or where it becomes clear to management that there is a potential for acts of domestic violence in the workplace:
 - Notify administration of the identity and/or description of an alleged abuser, with the direction he/she is no permitted to contact the employee while he/she is at work
 - Ban the alleged abuser from the premises and call police if necessary

- Relocate an employee's workstation to a more secure area
- Remove an employee's name from the organization contact listings
- Provide a security escort to an employee's vehicle or to public transit
- Assist an employee to change their mailing address, emergency contact details and home telephone number, and ensure that such information remains confidential
- Allow for changes in hours, flexible hours, time off and or job-protected leaves of absence
- Provide information to other employees about an individual with a history of violence where those employees are likely to encounter that person in the course of their work and where there is a risk of physical injury.

Your Course of Action

If you are a victim of domestic violence and abuse, PTP wants to support and protect you in every way possible. In addition to reporting to us, you can also:

- Talk to your friends and family about your concerns
- Inform your manager and/or Human Resources
- Talk to your doctor
- Obtain the advice of a family lawyer
- Contact a women's shelter, Victim Crisis Assistance, Referral Services (VCARS) or Victim Support Line (VSL).
 - [Women's Shelters Canada](#)
 - [ShelterSafe](#)
 - [Victim Crisis Assistance](#)
 - [Victim Support Line](#)
- Preserve evidence of instances of abuse and note dates and times of specific incidents
- Call the police
- Obtain a restraining order against the abuser
- Apply to have access to children denied to the alleged abuser where the children are also victims of domestic violence and/or abuse
- Consider personal security measures such as moving, obtaining an unlisted telephone number, changing locks, purchasing an alarm system, obtaining a cell phone, avoiding isolated areas, taking self-defense courses, etc.
- Wherever possible, it is important to let a harasser or abuser know right away that his or her behaviour is unacceptable and that it must stop immediately. A simple warning from the person on the receiving end of such conduct or comments may be enough to correct the problem. If you are not comfortable communicating directly with the harasser or abuser, or if efforts to resolve the situation between the parties have been ineffective, you can speak with your manager to file a complaint, even if you believe that the problem has been resolved satisfactorily. All formal complaints of workplace violence and harassment will be taken seriously and investigated by senior management or by an external third party if necessary. PTP reserves the right to take corrective action in the absence of a specific complaint, or where a complaint is initiated by a person other than the victim.

WORKPLACE HARASSMENT

Defining it

Workplace Harassment is defined as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or workplace sexual harassment. Furthermore, it may be objectionable conduct that may have the effect of creating an intimidating, offensive or hostile work environment. It may also interfere with an employee's work performance ultimately affecting the employment relationship.

Workplace harassment includes, but is not limited to:

- Workplace bullying, which includes making rude, degrading or offensive remarks, discrediting the person, spreading rumors, ridiculing him or her, humiliating the person, calling into question their convictions or their private life, shouting abuse, etc.
- Sexual or racial harassment, or harassing someone based on any ground prohibited by human rights legislation including race, colour, sex, sexual orientation, pregnancy, civil status, age, religion, political convictions, language, ethnic or national origin, social condition or disability
- Refusing to speak to or work with someone or treating that person differently because of their ethnic or racial background, sexual orientation, social condition, religion, political convictions, first language, etc.

Harassment can be distinguished from normal, mutually acceptable socializing in that it is offensive, insulting, intimidating, hurtful and malicious and is considered to have taken place if the person knew, or ought to have known, that the behavior is unwelcome. While harassment is usually based on an ongoing pattern of abuse, in some instances a single incident can be sufficiently serious to constitute harassment.

PTP's Workplace Harassment Awareness Training

PTP requires all new hires, as part of their orientation program, to undergo workplace harassment awareness training. Periodically, PTP will conduct refresher sessions for all employees or if it is identified through training needs analysis.

Reporting Workplace Harassment

Please refer to the *Reporting Workplace Violence, Harassment or Discrimination* section below.

SEXUAL HARASSMENT

Defining it

Workplace Sexual Harassment is defined as engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity, or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace Sexual harassment includes, but is not limited to:

- Gender-related comments about an individual’s physical attributes, mannerisms or characteristics
- Unwelcome physical contact such as patting, touching, pinching, petting, etc.
- Suggestive or offensive remarks
- Unwelcome propositions of physical intimacy
- Gender-related verbal abuse, threats or taunting
- Leering (i.e., side glances expressive of lasciviousness)
- Bragging about sexual prowess
- Demands for dates or sexual favours; making promotions or perks contingent upon the granting of sexual favours
- Negative consequences (i.e., firing, demoting or assigning unpleasant work) as a result of spurned advances or a relationship gone sour
- Offensive jokes or comments of a sexual nature about an employee
- Displays of sexually offensive pictures
- Unwelcome questions or discussions about sexual activities
- Sexual assault
- Unwelcome language related to gender.

Reporting Workplace Sexual Harassment

- Like other forms of harassment in the workplace, sexual harassment is against the law and is contrary to PTP’s code of conduct policy. All our employees have the responsibility to conduct themselves accordingly.
- Please refer to the *Reporting Workplace Violence, Harassment or Discrimination* section below.

RACIAL/ETHNIC HARASSMENT

Defining it

Racial harassment is when someone bothers, threatens or treats another person unfairly because of his or her race, colour or ancestry. Such forms of harassment can also relate to one’s place of origin, religion, citizenship or first language.

Racial and Ethnic Harassment includes, but is not limited to:

- Unwelcome remarks, jokes or innuendos about a person’s racial or ethnic origin, colour, place of birth, citizenship or ancestry
- Displaying racist or derogatory pictures or other offensive material
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment
- Refusing to work with someone because of his or her racial or ethnic origin.

Reporting Racial/Ethnic Harassment

Please refer to the *Reporting Workplace Violence, Harassment or Discrimination* section below.

WORKPLACE BULLYING

Defining it

Workplace bullying can be defined as acts, physical contact or comments which can have the effect of mentally hurting or isolating a person in a workplace. Workplace bullying usually consists of repeated incidents or a pattern of behaviour that is intended to intimidate, offend, belittle or humiliate a person or group of people. Many bullies attempt to assert some type of power over their victims through inappropriate aggression, and therefore may or may not be in a position of formal authority over their victims.

Workplace bullying includes, but is not limited to, the following types of conduct:

- Character assassination: spreading rumours, gossip and innuendo, especially that which is malicious, hurtful and untrue
- Social isolation; ostracizing or ignoring an individual
- Violence, intimidation, or threats of violence
- Deliberately undermining someone or stopping that person from completing his or her work
- Belittling an employee's work or achievements or constantly taking credit for that person's accomplishments, removing responsibilities and accountabilities without reason
- Constantly changing work requirements and/or standards
- Assigning unreasonable duties or workload to an employee
- Assigning demeaning and/or insulting work
- Establishing impossible deadlines designed to set up an employee for failure
- Deliberately giving false information
- Stalking someone, sabotaging, or tampering with his or her equipment or belongings, or otherwise invading that person's privacy
- Regularly using profanity, especially when directed towards the individual concerned
- Constantly threatening someone with being fired where termination is not warranted
- Falsely accusing an employee of misconduct, criminal activities or harassment
- Engaging in online or "cyber" bullying.

Reporting Workplace Bullying

Please refer to the *Reporting Workplace Violence, Harassment or Discrimination* section below.

REPORTING WORKPLACE VIOLENCE, HARASSMENT OR DISCRIMINATION

PTP will not retaliate against an employee because he or she has experienced, or is perceived to have experienced, workplace violence, harassment, or discrimination.

As part of PTP's Group Health Plan, you have access to the Employee Assistance Program (EAP). You can arrange to discuss confidential matters through this program and get support for both personal and workplace/work related issues.

Confidentiality

In the interest of being respectful and sensitive towards an employee who reports an experience of workplace harassment, PTP staff will take all steps necessary to protect the privacy of all parties involved.

Exceptions will only be made where disclosure is necessary for the purposes of conducting a proper investigation or taking appropriate disciplinary/corrective measures, or where required by law or the principles of natural justice.

In the course of dealing with a harassment complaint, PTP management who are privy to information or in possession of documentation pertaining to matters/incidents related to a complaint shall hold such information in strict confidence. This shall include refraining from discussions or releasing information in any form, beyond that outlined in this policy or as required by law.

All information and documentation relating to a complaint will be kept separately from personnel files in a locked cabinet in the CEO's office. All electronic records relating to a complaint will be password protected. Documentation will only be placed in an employee's personnel file when a complaint having been substantiated or disciplinary measures are undertaken. The employee will be informed of this action.

Reporting process

All complaints of workplace violence, harassment and/or discrimination will be taken seriously and investigated in a timely manner by the CEO in consultation with COO, and a senior member of the management team, and if required, by an external third party. PTP reserves the right to take corrective action in the absence of a specific complaint, or where a complaint is initiated by a person other than the victim.

If you feel like you have been harassed, you have the following options and may pursue more than one if necessary:

- 1) First step resolution: In cases where it is feasible, please tell the harasser to stop. Promptly and clearly advise the harasser(s), verbally and/or in writing, that their conduct is unwelcome and unacceptable. Any written record reinforces the seriousness of the situation and helps reduce any uncertainties about what the employee is alleging.
- 2) Second step resolution: If the situation is not resolved after the initial request to stop, you are encouraged to file a complaint by contacting your manager or the COO for assistance.
 - At this stage, PTP will ensure that the complaint will be fully investigated. During the investigation, you and the complainant will have equal opportunity to present your cases. The names of the parties involved and the complaint details will remain confidential except where required by law and/or as necessary to complete the investigation.
- 3) Third step resolution: Should the investigation need to be escalated, with the assistance of the COO, your complaint will be communicated in writing to the CEO who, within 15 working days of receipt of the written complaint will:
 - a) Inform the respondent of the allegation and forward a copy of the written complaint to the respondent

- b) Obtain and record both the complainant and respondent positions
- c) Interview any witnesses involved
- d) Report to both parties the findings of the investigation, which may include (but are not restricted to):
 - a. Dismissal of the allegations (insufficient evidence)
 - b. Acceptance of the allegations and a proposed remedy and/or penalty for the respondent (as outlined in the Harassment Policy)
 - e) Communicate the remedy and and/or penalty to both the complainant and the respondent.
- 4) Any complaints against the CEO or a Board Member shall be relayed to the Board of Directors via writing. An external third party will be brought in to investigate if necessary.

PTP Consequences of harassment

Employees and all individuals with whom PTP conducts business or to whom it delivers services have the right to a safe and respectful environment that is free of violence and harassment. Violence, harassment, bullying, threats and intimidation on PTP premises, at any PTP event or wherever PTP conducts business will not be tolerated whether perpetrated by an employee, or client, consultant, or other visitor. PTP will make every effort to identify possible sources of violence or harassment and will implement procedures which eliminate or minimize the risks created by such situations.

Acts of violence or harassment against or by any employee will not be condoned or tolerated by the organization. As such:

- Where an employee is found to have engaged in harassment and a manager is aware of the existence of harassment and permits the harassment to continue, the manager may face disciplinary action, which may include termination for just cause.
- Employees who violate this policy will be subject to appropriate disciplinary action, including immediate termination if circumstances warrant. *Please refer to Termination of Employment policy*



EMPLOYEE HEALTH AND SAFETY,
AND WORK ENVIRONMENT

EMPLOYEE HEALTH AND SAFETY, AND WORK ENVIRONMENT

Employees' safety is extremely important to PTP. It is PTP's priority to ensure all work conducted meets necessary health, safety and specified regulations. All employees are responsible for maintaining a clean, tidy, secure and safe workspace at PTP.

PTP's employees shall respect and comply with the safety requirements as outlined by the safety policies and procedures, and as outlined by the authorities having jurisdiction. To assist PTP in its efforts to ensure a safe work environment for all employees and participants, employees are expected to bring potential safety problems or concerns to the attention of their manager.

PTP is committed to:

- Actively promoting and maintaining the highest possible safety standards for employees, participants, and visitors
- Taking every practical precaution towards ensuring that PTP's place of business does not present a risk to employees, participants, the public or the environment
- Being proactive in the work environment and to upholding fully the organization's Health and Safety expectations and regulations.

FIRST AID

PTP asks that all employees provide management with contact information (name and telephone number) of a relative or close friend should there be a need to call someone in case of an emergency.

When you join PTP or go to a new PTP site, please familiarize yourself with the safety guidelines of the property. This includes knowing where the first aid kit is located and if you need any help finding it, your manager can help you.

SECURITY OF PROPERTY

For security reasons, all valuable property and confidential materials must be kept in a locked space overnight and away from public access during the day. As well, any computer programs with confidential information, such as databases, must require passwords to gain access. Completed work and work-in-progress on computers must be backed up daily to prevent loss.

Employees should not leave personal belongings unattended and should keep all valuables in a locked cabinet or office when away from their desks. PTP is a public office and therefore, PTP will not take responsibility for theft of personal belongings from the premises.

JOINT HEALTH AND SAFETY COMMITTEE

In accordance with the *Occupational Health and Safety Act*, PTP has a Joint Health and Safety Committee (JHSC) in place. It is made up of employees and managers from various departments who meet on a regular basis to deal with health and safety issues.

Employees who have health and safety concerns are advised to speak to a representative from the JHSC immediately. The names and contact information for members of the JHSC committee are posted at each PTP site.

The following are the powers of the committee under the Occupational Health and Safety Act:

1. Identify situations that may pose danger or a hazard to employees;
2. Provide recommendations to PTP on ways to improve safety in the workplace for employees;
3. Make recommendations regarding establishing, maintaining, and monitoring any health and safety measures, procedures, or programs to PTP;
4. Request and be provided information from PTP about:
 - a. Identifying potential or current hazards involving materials, processes, equipment, and
 - b. Examples of safe work practices and health and safety standards in either similar industries, or businesses that are known to PTP.
5. Be provided information by PTP about any tests regarding health and safety in the workplace (could be related to machinery, equipment, chemical or physical agent, material, or biological element, etc.);
6. Be present at and be consulted about any testing in the workplace, as necessary.

Co-chair Powers

In the event the committee does not reach a consensus, the co-chair(s) have the power to provide written recommendations to PTP. These recommendations shall be responded to within 21 days of their receipt. The response will include when the recommendation will be implemented when PTP agrees with the recommendation and reasons why when the recommendation is disagreed with and/or not accepted.

Committee Meetings

The health and safety committee will meet every three months, at minimum. Minutes will be taken at each committee meeting and then retained in the event of an inspection or examination.

Members of the committee are entitled to at least an hour to attend the quarterly meetings as well as paid time in order to complete any work ahead of or following the meeting. Committee members will not be expected to complete this work on their own time and are considered to be working when they are completing health and safety duties.

Inspections

One of the members of the committee will be required to complete monthly health and safety inspections. The committee is required to establish a schedule for the completion of these inspections.

When possible, it should be the certified co-chair who completes the inspection, but the co-chair is not required to complete every inspection. PTP will ensure that the member completing the inspection has sufficient time to complete it. These inspections shall be kept on file. In the event that the member requires information and/or assistance in completing the inspection, they shall be provided with it.

If any hazards or dangers are noted during the inspection, the committee member must inform the committee of their findings and the committee must discuss this information as soon as reasonably possible.

In the Event of a Critical Injury or Death

If a critical injury or death occurs, a member will be required to investigate and inspect the place where the accident occurred (including if a machine, device, or thing was involved). Following the inspection, the member is required to present their written findings to PTP's Occupational Health and Safety Committee.

DUTY OF PERSONS DIRECTING WORK

PTP recognizes its obligation to keep its employees safe from harm. It further understands that people who supervise or direct the work of others have a legal duty to keep those workers safe from harm. PTP will educate and train all persons directing work to ensure they understand their obligations under the law to protect fellow workers.

SCOPE

As per the Canadian Centre for Occupational Health and Safety (CCOHS), the provisions of section 217.1 of the Criminal Code of Canada affect all organizations and individuals who direct the work of others, anywhere in Canada.

DEFINITIONS

"Person directing work" means anyone who undertakes, or has the authority, to direct how another person does work or performs a task according to section 217.1 of the Criminal Code of Canada. It not only applies to persons with a title of supervisor or manager, but anyone acting in that capacity, even temporarily.

POLICY

PTP understands that the Criminal Code of Canada has been amended and people who direct the work of others have a legal duty to take reasonable steps to ensure the safety of workers and the public. This means they can be held criminally responsible for failing to take reasonable steps to prevent bodily harm to the person whose work they are directing, or any other person, arising from that work or task.

Employer Responsibilities

PTP will take every precaution reasonable in the circumstances for the protection of workers from illness and injury. This includes:

- Keeping a safe and well-maintained workplace
- Providing information and training about the hazards the workplace, proper safety equipment, and competent supervision

Further, PTP will uphold all rights all employees have under the Occupational Health and Safety Act (OHSA):

1. The right to know about hazards in their work and get information, supervision, and instruction to protect their health and safety on the job.
2. The right to participate in identifying and solving workplace health and safety problems.

3. The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

Supervisor Responsibilities

The Occupational Health and Safety Act (OHSA) sets out certain specific duties for workplace supervisors. A supervisor must:

- Ensure that workers work in the manner and with the protective devices, measures and procedures required
- Ensure that any equipment, protective device, or clothing required by the employer is used or worn by the worker
- Advise a worker of any potential or actual health or safety dangers known by the supervisor
- Take every precaution reasonable in the circumstances for the protection of workers

Employee Responsibilities

Employees must comply with their duties under the OHSA to:

- Work in compliance with the Act and regulations
- Use or wear any equipment, protective devices or clothing required by the employer
- Report to the employer or supervisor any known missing or defective equipment or protective device that may endanger the worker or another worker
- Report any hazard or contravention of the Act or regulations to the employer or supervisor

HAZARD IDENTIFICATION

PTP is committed to identifying, assessing, and removing or controlling any hazards it can in order to safeguard the health and safety of all of its employees. PTP will take appropriate action on any recommendations put forward by the health and safety committee to control or eliminate any known hazards. In addition to those recommendations, PTP will proactively identify hazards whenever possible in order to prevent them from becoming a danger to employees or to visitors to the workplace.

DEFINITIONS

A “hazard” is any practice, behaviour, substance, condition, or combination of these that can cause injury or illness to people, or damage to property. Source: Canadian Centre for Occupational Health and Safety (CCOHS).

“Musculoskeletal disorders” are a group of painful disorders of muscles, tendons, and nerves (CCOHS).

Hierarchy of controls:

1. Elimination or substitution;
2. Engineering controls (including substitution, isolation, or ventilation);
3. Administrative controls (including changes in job schedules or maintenance practices); and
4. Personal protective equipment (PPE) (Source: Ontario Ministry of Labour).

POLICY

PTP will ensure that its workplace is assessed for any of the following hazards. In the event that a hazard is identified that could cause injury to an employee, PTP will ensure to either eliminate the hazard at its source or identify another way to perform the work that would not result in injury. In the event that the hazard cannot be corrected or removed, the appropriate personal protective equipment (PPE) will be provided by PTP.

Possible Hazard Health Effects

If any hazards at PTP could result in any of the following adverse health effects, they shall be controlled as per the hierarchy of controls. These health effects could include:

- Disease
- Bodily injury
- Change in the way the body functions, grows, or develops
- Effects on a developing fetus
- Inheritable genetic effects
- Decrease in lifespan
- Change in mental condition
- Effects on a person's ability to accommodate additional stress (Source: CCOHS)

Workplace Hazards

The following list represents hazards that may exist at PTP. In the event that one of these hazards is present and poses a risk, PTP will work towards its elimination as is feasible in the workplace, following the steps of the hierarchy of controls.

Note that this list is not exhaustive of every hazard that could be present; PTP will reassess the workplace for additional hazards following a schedule of every (Insert timeline, e.g., quarterly, monthly).

Biological Hazards

Biological hazards could involve any of the following:

- Bacteria
- Viruses
- Insects
- Plants
- Birds
- Animals
- Humans
- Mould

As any of these biological hazards may result in negative health effects, including allergies and skin irritation, PTP will ensure to control any of these biological hazards at the source and provide PPE when it is not possible to completely eliminate the hazard through the hierarchy of controls.

Ergonomic Hazards

The assessment of ergonomic hazards relates directly to the employee and the job that they are doing (specifically the manner in which they are completing the duties of their job). Ergonomics refers to matching the job to the employee completing the work. Ergonomic hazards can include simple actions such as:

- Lifting
- Pushing
- Carrying
- Pulling
- Lighting
- Hearing
- Sitting
- Standing

When these actions are performed in a way that contorts the body in an unnatural way, or in a persistent way which puts strain on muscles or tendons, workplace injuries could result. PTP will perform periodic ergonomic checks to verify that employees are able to complete the actions required of their position without putting undue physical strain on themselves.

As needed, PTP will make appropriate modifications to the workplace, including providing tools to help with manual lifting; ensuring that the lighting is adequate for the work being completed; modifying workstations to prevent musculoskeletal disorders, etc., to prevent employee injuries.

Physical Hazards

Physical hazards are elements which could affect an employee's physical health and safety if they are outside of tolerable ranges or persistent to the point of being detrimental to health. Some physical hazards could include:

- Temperature (hot or cold)
- Indoor air quality, including scents
- Noise levels (possible damage to hearing)
- Radiation (including through sunlight, UV lamps, etc.)

PTP will assess the workplace for any of these physical hazards and ensure that all levels are within the acceptable ranges to ensure the health and safety of employees; taking needed action to correct the hazard if it is not.

Safety Hazards

Safety hazards in PTP's workplace could consist of the tools required to perform job duties, as well as the prevention of basic slips, trips, and falls. Tools could refer to machinery, materials, transportation etc. These tools shall be assessed for safety on a regular schedule and repairs will be made to them once the need is known.

For the prevention of slips, trips, and falls, PTP will ensure that either non-slip mats or carpet are available where rain or snow may be tracked into the building and that all steps are a standard height with any changes in elevation clearly visible.

Chemical Hazards

PTP will follow the GHS-WHMIS 2015 regulations concerning any chemicals in the workplace and will ensure that SDS sheets are available for any chemicals present. Further, all regulations concerning the appropriate labelling, transportation, and storage of chemicals will be followed.

Psychosocial Hazards

Hazards that may be present in the workplace could consist of more than physical hazards and/or danger to the body; hazards may exist that can adversely affect an employee's mental health. PTP has zero-tolerance for any bullying, violence, or harassment in the workplace. Further details can be found in the Workplace Violence, Harassment and Discrimination Policies.

PTP will also provide support for any employees under undue stress that is affecting their ability to complete their job duties. In some cases, this may involve a reassessment of priorities; in some cases, an elimination of conflicting job demands, etc.

Employee Responsibilities

PTP employees have the responsibility of notifying their health and safety committee, or their supervisor, of any known hazards in the workplace and then working together towards a solution.

EMERGENCY RESPONSE AND PREPAREDNESS

DEFINITIONS

An "emergency" is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise (*Emergency Management and Civil Protection Act, R.S.O., 1990*).

Some common types of emergencies include:

- Fires or explosions;
- Medical emergencies;
- Severe weather and earthquakes;
- Major power failures;
- Hazardous material spills; and
- Infectious diseases, specifically Covid-19.

POLICY

In order to ensure that in the event of an emergency, all of PTP's employees are prepared for their roles and responsibilities, the following plans must be followed. These emergency plans are necessary to:

- Keep employees, visitors, and first responders free from any further injuries;

- Succeed in managing life-threatening situations;
- As much as possible, minimizing any damage to equipment, machinery, tools, and any part of the environment; and
- Ensuring a return to work as safely as possible.

In the event of any workplace injuries of any kind, PTP will follow the appropriate reporting requirements, as per the (Insert legislation, e.g., the Ontario Occupational Health and Safety Act, and/or the Collective Agreement, as applicable).

Accessibility Considerations

As per the *Accessibility for Ontarians with Disabilities Act* (AODA), PTP will ensure that individualized response plans are created for any employees who identify that they will need assistance during an emergency due to a permanent or temporary disability. These responsibilities include:

- Providing individualized emergency response information to the employee;
- With the employee's consent, sharing this information with the person(s) who will be designated to aid them during an emergency;
- Reviewing the information contained in an employee's emergency response plan when:
 - The employee changes work locations (e.g., to a different floor or office);
 - The employee's overall accommodation needs are being reviewed; and
 - When PTP's general emergency response policies are being reviewed.

PTP will ensure that regardless of whether the disability is permanent (e.g., vision loss), or temporary (e.g., broken limb), employees are afforded the same level of accommodations required.

The following four major elements have been considered for this Emergency Preparedness and Response Policy:

1. Prevention (use of the policies and procedures to follow to avoid or minimize any emergencies);
2. Preparation (the actions and procedures to take to ensure that PTP and its employees are ready to effectively respond);
3. Response (the actions to be taken in the event of an emergency); and
4. Recovery (how employees and supervisors can return to normal business operations).

Planning Team

At PTP, senior management will be involved with the planning and will ensure to support its implementation. The planning team is responsible for:

- Assessing any risks or hazards to the workplace;
- Developing specifics for the emergency response plan;
- Implementing the plan (including communicating and training the plan to employees);
- Testing the plan by holding drills on a (Insert schedule) basis; and
- Improving or modifying the plan as additional information becomes available.

The planning team will also ensure that it retains:

- Up-to-date emergency contact information for all employees, including supervisors;
- A schedule which outlines who will be on shift so that they may be checked off in the event of an evacuation; and
- A list of emergency names and contacts that is kept in a designated location.

Fire or Explosion Preparedness

At PTP, in the event of a fire:

- Employees are to evacuate, following the below evacuation procedures;
- The fire must be reported, and the information must include:
 - Who is reporting the fire;
 - What has happened (to the best of the person's knowledge);
 - Where it has happened (Insert address);
 - If there are any injuries; and
 - Whether there are others who may be in the path of the fire.

Evacuation Procedures

In the event the fire alarm sounds, or there is an emergency situation that requires evacuation, PTP employees must remain calm and proceed in an orderly fashion. Employees are to proceed down the stairs – the elevator is never to be used in the event of an emergency. Once employees are out of the building, employees are to proceed to the designated meeting spot so that everyone can be counted.

Medical Emergency Preparedness

In the event of an emergency, employees are reminded that the first aid kits are located at the front desk.

If an employee comes across a medical emergency, they are directed to call for help (911) immediately. They also need to survey the area around the injured person to ensure that there aren't any hazards that could affect their own safety before moving towards the injured person.

If the employee is first aid trained, they should follow the instructions provided during their first aid training in assessing the person, the environment, and the need for additional support. If the situation requires it, be prepared to provide aid for life-threatening situations, including bleeding, loss of a pulse, or loss of breathing.

A reminder to employees that all emergency numbers can be accessed at the front desk.

Employees are to provide assistance to first responders as they arrive, including by noting anything that could help the injured party, and providing any information requested by the first responders. After the medical emergency has passed, the employee will be requested to provide a statement outlining what occurred, which may help in preventing any further occurrences. The employee is to provide the statement to management and COO.

Severe Weather and Earthquake Preparedness

As there may be different levels of preparedness required for severe/inclement weather or earthquakes, the following procedure is for immediate danger due to an earthquake, or storm. In the event of a “weather watch”, PTP will closely monitor the inclement weather situation, and immediately notify employees if emergency procedures need to be started. In the event of a “weather warning”, the below procedure should be followed. PTP will ensure that the following procedure is practiced twice a year.

In the event of severe weather or an earthquake, employees are to:

- Proceed to the nearest “safe place.”
 - This safe place could consist of a desk, or sturdy table, or against an interior wall, provided that there aren’t any bookcases, cupboards, windows, or any other kind of furniture that could fall during an earthquake.
- Employees are to protect their eyes by keeping their heads down.
- As after-shocks could follow an earthquake, it is important for employees to wait in their safe place until the shaking stops, and then proceed with a personal inventory, making sure that they are not injured.
- Employees should look carefully for hazards such as fire, including damaged electrical lines, broken gas lines, etc.
- If an evacuation is necessary (and as directed by the emergency captain), employees are directed to always use the stairs, not the elevator.
- Once outside, employees should move away from buildings, trees, streetlights, and any overhead wires, covering their head as they move.

Major Power Outage Preparedness

At PTP, there are emergency lights in the event of a major power outage. During an outage, admin staff will phone the utility company to verify whether the outage is widespread. Employees are to safely gather in a designated location. .

Employees are to ensure that there aren’t any persons in the elevators, and that no one attempts to use the elevators. In the event of a medical emergency during an outage, senior staff person on site will direct employees as needed in order to provide space for emergency services. 911 is only to be called if an emergency is life-threatening; emergency services will be overwhelmed in the event of a power outage.

As instructed, employees may be required to unplug their computers and other electrical appliances to guard against surges when the power returns. The doors to the refrigerators must be kept closed.

RIGHT TO REFUSE UNSAFE WORK

PTP understands all workers have a right to a safe and healthy working environment. The purpose of this policy is to outline:

- The right to refuse work under the Occupational Health and Safety Act (OHSA)

- The workers who have the right to refuse
- The procedure that must be followed in the event of a work refusal

SCOPE

This policy applies to all workers at PTP. In Ontario, all workers have the right to refuse unsafe work except for workers such as: police officers, firefighters, workers employed in the operation of correctional institutions, and health care workers.

DEFINITIONS

“Worker representative” within this policy means one of the following: a joint health and safety committee member who represents the workers, a safety representative if there is no health and safety committee, or another worker who has been chosen to represent a person who is refusing work

POLICY

PTP respects the legal right of employees to refuse work they believe is unsafe and will take the appropriate actions set out by the Occupational Health and Safety Act (OHSA).

Employees of PTP may refuse any work, workplace condition or equipment they believe might endanger their health and safety, or the health and safety of another person. This right to refuse extends to workers who believe they may be endangered by workplace violence.

When an employee exercises their right to refuse unsafe work, the work refusal process set out by the Occupational Health and Safety Act (OHSA) must be followed explicitly. To initiate the work refusal, a worker must only state they feel unsafe and do not wish to proceed with a task or activity.

There will be no negative consequence for employees who exercise their right to refuse in good faith and who adhere to the processes set out by law and in this policy.

PTP will continue to pay the worker who is refusing to work at the regular rate during the work refusal process until a Ministry of Labour Inspector rules that it is safe to resume work. If the worker continues to refuse work beyond the point the work has been deemed safe, PTP is no longer required to provide pay and may begin disciplinary action.

WORK REFUSAL PROCESS

Under the law, the following procedure must be followed in the event of a work refusal.

Step 1

- The worker reports the refusal to their manager and then stays in a safe place. The worker may also notify the health and safety committee
- The employer or supervisor investigates the issue with the worker and a safety representative or other chosen worker representative present.
 - If an acceptable resolution to the issue is put in place, the worker can go back to work
 - If no resolution is found, move on to Step 2

Step 2

- If the worker continues to feel unsafe, the worker should continue to refuse and stay in a safe place.

- The worker or employer (or someone representing either of them) should call the Ministry of Labour
- A Ministry of Labour Inspector will investigate the issue in consultation with the worker, safety representative and supervisor or management representative
- Any required/ordered changes to improve safety will be made
- The refusing worker will go back to work

During Step 1, if the supervisor has investigated and found a resolution they believe is safe, but the worker continues to refuse, the supervisor can ask another worker to perform the task while waiting for a resolution under Step 2. However, the supervisor must let the second worker know:

- the task they are being asked to do has been refused by another worker
- why the task was refused, and
- that an investigation with the Ministry of Labour is in process

PTP understands the second worker may also refuse the work.

ALCOHOL CONSUMPTION AT PTP FUNCTIONS

It is PTP's policy to take steps to limit the consumption of alcohol at organization functions. The possession, consumption, or use of alcoholic beverages at PTP functions may occur only with prior approval from the CEO. After granting approval, that CEO has ultimate responsibility for ensuring that employees adhere to the guidelines presented below.

Managers and employees are responsible for adherence to this policy. Failure to do so may result in disciplinary action up to and including termination.

This policy is applicable for all active employees of PTP. Excessive alcohol consumption may endanger the health and safety of PTP employees and others around them. Organization functions to which this policy applies may include but are not limited to receptions, parties, picnics and outings and year-end AGM events.

Behaviour expectations

- Employees who choose to drink alcoholic beverages at PTP functions are expected to behave in accordance with usual business standards and all PTP policies.
- The executive with ultimate authority over the group holding the function where alcohol is served is responsible for ensuring adherence to these guidelines.
- Alcoholic beverages are not served in offices or work areas. Alcohol is to be restricted to areas designed for consumption of food and drink, such as dining rooms, lounges and cafeterias.
- Alcoholic beverages are served, rather than simply made available, to those who wish to partake. Self-serving of alcoholic beverages at organization functions is strictly prohibited.
- Any off-site functions are held in appropriately licensed facilities, with drinks served by professional bartenders.
- Food must be available.

- Alcoholic beverages will be served for a restricted period; generally, no more than two hours. Possible exception: If the function is planned for a long period of time, e.g., a full or half day, alcohol may be served for a longer period with prior executive approval. However, alcohol service must cease no less than one hour prior to the end of the function.
- Alcohol is not to be served to minors under the age of 19, or anyone who appears to be impaired.
- Safe passage home must be arranged for anyone who appears to be impaired

SMOKE FREE WORKPLACE

Extensive health research has shown that smoking or inhaling second-hand smoke has an adverse effect on health and wellness. PTP is committed to upholding the law and promoting a safe and healthy workplace for all employees and visitors by prohibiting smoking and vaping in enclosed workspaces.

DEFINITIONS

The following definitions have been taken from Ontario.ca or the Smoke-Free Ontario Act.

“Enclosed workplace” means any part of a building, structure, or vehicle with a roof that an employee works in or visits, even during off-hours. This includes hotel rooms and vehicles used for business purposes.

“Electronic cigarettes” means a vaporizer or inhalant-type device, whether called an electronic cigarette or any other name, that contains a power source and heating element designed to heat a substance and produce a vapour intended to be inhaled by the user of the device directly through the mouth, whether or not the vapour contains nicotine.

“Smoking” means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational).

“Vaping” means inhaling or exhaling vapour from an electronic cigarette (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine.

POLICY

PTP is a smoke-free workplace.

No smoking or vaping is permitted on company premises by employees, contractors, or visitors at any time, except within any designated smoking areas. Smoking or vaping are also prohibited in any other enclosed workplace such as hotel rooms or vehicles being used for company business.

In accordance with the Smoke Free Ontario Act (SFOA), PTP will:

- Post the required smoke free signage at each entrance and exit of the enclosed workplace, place, or area in appropriate locations and in sufficient numbers to ensure that employees and the public are aware that smoking and the use of electronic cigarettes is prohibited in the enclosed workplace, place, or area

- Ensure that no ashtrays or similar equipment remain in the enclosed workplace or place or area, other than a vehicle in which the manufacturer has installed an ashtray

If a designated smoking area has been created, it will be clearly marked with signage. This is the only place employees, visitors or contractors may smoke or vape, provided they do so in a safe manner, with all extinguishable and smoking products materials disposed of properly in the appropriate trash receptacle.

There is no obligation of the company to provide smoking breaks outside of designated break times.

This policy is intended for the workplace only. While PTP supports employees in living a healthy lifestyle, it will not penalize employees for smoking or vaping in their personal life.

Non-Compliance

Employees who do not comply with the guidelines of the Smoke Free Ontario Act (SFOA), as set out in this policy, will be subject to disciplinary action, including possible suspension or even termination of employment.

DRUGS AND ALCOHOL

PTP is committed to the health and safety of its employees and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks to both themselves and their fellow employees. To help ensure a safe and healthy workplace, PTP reserves the right to prohibit certain items and substances from being brought on to or present on organization premises.

DEFINITIONS

Drug

Any substance which can change or adversely affect the way a person thinks or feels, whether obtained legally or illegally. This could include recreational cannabis, cocaine, opiates, and amphetamines. The definition of Drug does not include Medication, defined below.

Drug Paraphernalia

Material or equipment used or intended for use in injecting, ingesting, inhaling, or otherwise introducing a drug, illegal or controlled, into the human body.

Medication

Includes a drug obtained legally, either over the counter, or through a prescription or authorization issued by a medical practitioner. For this policy, medications of concern are those that inhibit a worker's ability to perform their job safely and productively.

Alcohol

Any beverage containing any quantity of alcohol, including, beer, wine, and distilled spirits.

BEHAVIOR EXPECTATIONS

The following expectations apply to employees and management alike while conducting work on behalf of the organization, traveling for work, or attending organization events and whether on or off organization property:

- Employees are expected to arrive to work fit for duty and able to perform their duties safely and to standard. Impairment is not tolerated;
- Employees must remain fit for duty for the duration that they are working;
- Use, possession, distribution, or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly prohibited;
- Employees are prohibited from reporting to work while under the influence of recreational cannabis and any other non-prescribed substances;
- Use and possession of medically prescribed or authorized drugs is permitted during working hours, subject to the terms and conditions of the organization's policies and all applicable legislation;
- Employees on medically approved medication must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment; and
- Employees are expected to abide by all governing legislation pertaining to the possession and use of cannabis.

ROLES AND RESPONSIBILITIES

PTP will:

- Clearly communicate expectations surrounding alcohol and drug use, misuse, and abuse;
- Maintain a program of employee health and awareness;
- Provide a safe work environment; and
- Review and update this policy regularly.

Management will:

- Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions;
- Ensure that any employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation where appropriate) and is not disciplined for doing so; and
- Maintain confidentiality and employee privacy.

Employees must:

- Abide by the provisions of this policy and be aware of their responsibilities under it;
- Arrive to work fit for duty, and remain so for the duration of their shift, whether remote working, working in the office or otherwise traveling for work or offsite;
- Perform work safely in accordance with established safe work practices;
- Avoid the consumption, possession, sale, or distribution of drugs or alcohol on organization property and during working hours (even if off organization property);
- Report limitations and required modifications as a result of prescription medication;
- Seek advice and appropriate treatment, when required;

- Communicate dependency or emerging dependency to management or human resources; and
- Follow the after-care program, where established.

SUSPICION OF IMPAIRMENT

The following procedure may be enacted if there is reasonable belief that an employee is impaired at work:

- 1) If possible, the employee's manager will first seek another manager's or supervisor's opinion to confirm the employee's status.
- 2) Next, the manager or supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee's ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour including but not limited to slurred speech, difficulty with balance, watery or red eyes, or dilated pupils, or if there is an odour of alcohol or cannabis, the employee should not be permitted to return to their assigned duties in order to ensure their safety and the safety of other employees or visitors to the workplace.
- 3) If an employee is considered impaired and deemed "unfit for work," this decision is made based on the best judgement of two members of management and *does not* require a breathalyzer or blood test. The employee may be advised that PTP has arranged a taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The employee may be accompanied by a manager or supervisor or another employee if necessary.
- 4) An impaired employee will not be allowed to drive. The employee should be advised if they choose to refuse PTP's organized transportation and decide to drive their personal vehicle, the organization is obligated to and will contact the police to make them aware of the situation.
- 5) A meeting may be scheduled for the following workday or as soon as practical to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

POSSESSION AT WORK

Possession of alcohol, drugs, and drug paraphernalia on organization property is prohibited. Organization property encompasses all organization owned or leased property used by employees, including without limitation parking lots, vehicles, lockers, desks, and closets.

Possession of alcohol, drugs, and drug paraphernalia is also prohibited while employees are acting on behalf of the organization off of organization premises. This includes attending events as an organization representative.

MEDICAL CANNABIS

Where an employee uses medical cannabis, it is expected they provide a copy of their medical documentation for use to PTP.

DISCIPLINARY ACTION

PTP employees may be subject to disciplinary action up to and including termination of employment for failure to adhere to the provisions of this policy, including but not limited to:

- Failure to meet prescribed safety standards as a result of impairment from alcohol or drugs; and
- Engaging in illegal activities (for example, selling drugs or alcohol while on organization premises).

ROBBERY, FIGHTING, VIOLENT/ILLEGAL ACTS

PTP aims to thwart or deter robbery, physical fights, violent acts or other serious criminal activity on PTP property or while conducting PTP business. Employees who encounter such activities, are urged not to intervene but rather to notify management immediately as soon as everyone is safe. All serious criminal activities will be reported immediately to the proper authorities.

OFFICE CLEANLINESS

To maintain a professional and presentable workplace, reasonable "housekeeping" must be practiced. Individuals are responsible for their own workspace. In areas of joint responsibility, such as cleaning the kitchen, employees must all do their fair share to maintain a professional workspace.



ACCESSIBILITY

ACCESSIBILITY

PTP is committed to providing a barrier-free environment for all stakeholders, including clients, employees, job applicants, suppliers, and any visitors who enter the premises, work for the organization, access information provided by the organization, or use the organization's goods and services.

PTP will work to break down the barriers that prevent or limit persons with disabilities from employment, receipt of goods and services, the built environment, and information and communication through the implementation of accessibility standards.

DEFINITIONS

Accessible Formats

Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Assistive Device

A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities.

Communication Supports

Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Conversion-ready

An electronic or digital format that facilitates conversion into an acceptable format.

Disability

The temporary, prolonged, or permanent reduction or absence of the ability to perform certain commonplace activities or roles sometimes referred to as activities of daily living.

Service Animal

An animal that can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.

Support Person

Another person who accompanies an individual with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

EMPLOYMENT

PTP will make every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities with accommodations during the recruitment and selection stages, and throughout the employment life cycle.

RECRUITMENT AND HIRING

PTP understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can expand the pool of talented candidates. Upon request, the organization will provide candidates with reasonable accommodations during the interview and selection process. Where an accommodation is requested, the organization will consult with the applicant to arrange suitable accommodations, such as providing the application in an alternate or accessible format.

The organization interview process will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. PTP is committed to hiring decisions that are unbiased and based on qualifications and past experience. Successful candidates will be made aware of policies and supports for accommodations upon completion of the recruitment process.

TRAINING AND DEVELOPMENT

PTP recognizes that skills development and career planning can enrich the employment experience, increase engagement, and reduce turnover for individuals with disabilities. The organization will align training and development programs to meet the needs of employees with disabilities and provide training as soon as reasonably practicable upon the person being assigned to applicable duties. Training programs will be designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that consider the need of the employee. The organization will consider employee barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities.

COMMUNICATION

PTP will provide or arrange for accessible formats and communication supports for employees, upon request. The organization will consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with or providing information to an employee who requires accommodation or assistance due to a disability, the organization will ensure that all communication with the individual is completed in a manner that considers the individual's disability. Where an assistive device is used, the organization will reasonably accommodate the use of the device.

EMERGENCY RESPONSE

If necessary or if requested, PTP will create individualized workplace emergency response plans for employees with disabilities. The emergency response plan will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee. If an employee with a disability requires assistance from a support person during an emergency, the organization will designate a fellow employee to act as such.

Customized emergency response plans will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs, or plans are reviewed; or
- The organization reviews general emergency response policies.



ACCOMODATION

ACCOMODATION

The duty to accommodate is required of all employers, in all jurisdictions in Canada, and encompasses providing respect and dignity, individualized accommodation, integration and participation, and barrier-free designs. PTP will provide individual accommodations to support the needs of employees with disabilities. Personalized accommodation plans will be designed to allow employees to contribute and participate in job related functions and activities to the best of their abilities. The process of accommodating individuals will take a consultative approach and is a shared obligation of the organization, the employee, and any applicable professionals required to assist the employee throughout the process.

Provided a person with a disability can perform the essential duties of their own job or other available work and requests accommodation in order to do so, PTP will try to accommodate the person.

Request process

If you wish to raise a potential accommodation issue, you can do so by submitting a written request for accommodation to your manager. In the request, please describe

- The condition or circumstances causing the issue
- In detail, the accommodation sought to address the need.

When necessary to facilitate the assessment and determination of the accommodation, you may be required to provide relevant medical information to PTP. You are expected to provide your fullest cooperation in providing any information or medical assessments relevant to determination of the accommodation request.

Your manager will assess the accommodation issue considering the information provided. During the assessment phase, PTP reserves the right to request further information, including relevant medical information or opinions as deemed appropriate.

PTP Management will finalize a decision regarding the accommodation, and you will be communicated the decision within a timely manner. The decision of the CEO will be final and binding on the parties.

RETURN TO WORK

PTP is committed to a supportive return-to-work program and will develop and implement return-to-work processes for employees who are absent from work due to a disability and require accommodations in order to return to work. The organization will work with the employee to develop an individualized return-to-work plan and support the employee in the transition period by addressing any barriers. The return-to-work process will outline the steps the organization will take to facilitate the employee's return to work and use documented individual accommodation plans.

REDEPLOYMENT

If an employee cannot be accommodated in their current position, even with accommodations to either the job processes or hours, where appropriate PTP may consider redeployment by placing the employee in an alternative position within the organization. PTP staff will work with the employee to determine whether there is another available position. If the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

INABILITY TO ACCOMMODATE

PTP will provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs for the organization. In the case of undue hardship created by cost, outside sources of funding, if any, will be considered.

Where a necessary accommodation is found to cause undue hardship on the organization, the organization will work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

CUSTOMER SERVICE

Access to Goods and Services

PTP will seek to provide barrier-free access to the organization's goods and services for all customers. Where barriers cannot be removed, alternate means for accessing goods or services will be provided to the best of the organization's ability.

Support Persons and Service Animals

If a customer with a disability is accompanied by a support person, PTP will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. A customer with a disability accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

The organization will waive admission fees to support persons, or when not possible, ensure the support person is notified of admission costs in advance. The organization will attempt to accommodate the customer and support person to sit with one another. In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned in front of the support person.

Communication

PTP understands the importance of accessible digital and non-digital forms of communication and will provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports will be provided upon request, in a timely manner and at no additional cost.

The organization will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of PTP. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the organization will:

- Post notices in the nearest accessible entrance to the service disruption,
- Update the organization website with information about the disruption;
- Contact customers with reservations or appointments; or
- By any other method that may be reasonable under the circumstances.

The organization will make every reasonable effort to indicate when services will resume and suggest alternatives that can be utilized during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.

Emergency Notifications

PTP will provide emergency and public safety information, plans and procedures, maps and warning signs at evacuation points, and any other emergency alert information, in accessible formats or with appropriate communication supports, upon request.

The organization will:

- Work any individuals requesting information and to see how to best meet their needs;
- Ensure emergency information can be seen, read, and heard by anyone, including people with disabilities; and
- If a person with a disability requires assistance from a support person in case of an emergency, make sure an employee is available to act as such.

Customer Feedback

Customer feedback can lead to improved service, increased clientele, and a reduction in complaints. PTP will ensure that feedback can be provided by customers with disabilities through a variety of mechanisms, such as in person, by phone, e-mail, text message, or social media. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Building Accessibility

PTP will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods or services for customers and employees. If areas of the built environment are not accessible for certain individuals with disabilities, the organization will work with the individual to provide an alternate means of access.